SIEMENS

User Guide

PhoneMail Systems
Release 6.3

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Preface

How to Use this Guide

This guide is designed as a random-access reference tool. It has a detailed table of contents and comprehensive index; it is cross-referenced throughout so that you can find information quickly when you need it. To get the most out of this guide:

- Look over the **table of contents**, **index**, and **glossary** to become familiar with their location and contents.
- Read **Chapter 1** to get an overview of the PhoneMail system, and more important, learn to use the decision trees and step-by-step instructions.
- Read **Chapter 2** and follow the instructions to set up your personal PhoneMail mailbox, password, and greeting messages.
- Review **Chapter 3** through **Chapter 7** to become familiar with the five major branches of the PhoneMail system. (There is no need to read these chapters word for word. These chapters are designed as a quick reference for use when you need it.)
- Read **Chapter 8** to learn information you might want to share with your frequent outside callers so that they can be effective in using the PhoneMail system to communicate with you.
- Read **Chapter 9** if your system is networked with other PhoneMail systems or other voice messaging systems.
- Read **Chapter 10** if you need to communicate to or from a telecommunications device for the deaf (TDD).
- Look over **Chapter 11**, which contains all the PhoneMail decision trees. This chapter is helpful when you are an experienced user.
- Look over **Chapter 12**, if your system has voice-activated call routing (voice recognition).

User Guide Conventions

To make this guide more usable, the following conventions are used:

- The term *the PhoneMail system* is frequently abbreviated to *the system*.
- The term *dial* is frequently used to tell you to press a sequence of keys; for example:

  Dial 1234 means press 1, press 2, press 3, and press 4, in sequence.

  Dial extension means press the number keys for the extension in sequence.

Chapter 1 Introduction

The PhoneMail voice-messaging system is a valuable telephone communication tool that lets you send, receive, store, and forward voice messages from any telephone, and transfer to any fax server connected to the host telephone system.

You call the PhoneMail system to listen to your messages and to send messages to other PhoneMail system subscribers. The PhoneMail system gives you audio prompts to help you select from many options.

The PhoneMail system saves voice messages in *mailboxes*. Figure 1-1 shows an overview of a PhoneMail system with internal and external callers, mailboxes, and another (optional) voice messaging system.

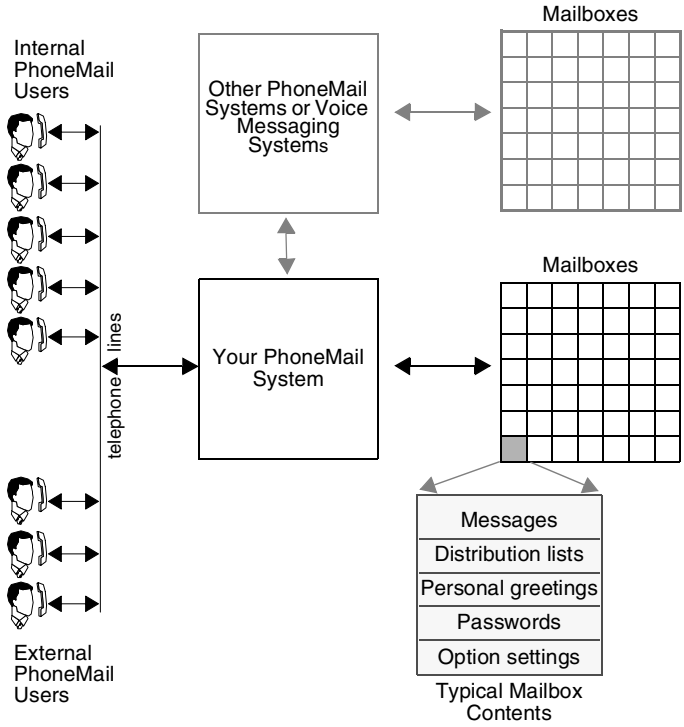


Figure 1-1. Overview of the PhoneMail System, Mailboxes, and Users

Features for Subscribers

A subscriber is someone who has a mailbox on the PhoneMail system. Following is an overview of subscriber features to let you:

- Listen to your messages, then replay, delete, or save any message.
- Send a reply directly to any caller's mailbox without ringing the caller's telephone.
- Add your comments to, then forward, any message.
- Send a message to several subscribers at once, or to a preset distribution list, or to both.
- Edit outgoing messages before sending.
- Request a return receipt.
- Mark a message private or urgent.
- Schedule message delivery for a future date and time.
- Select which greetings answer your calls.
- Tell the PhoneMail system not to answer your telephone, or to answer but not take messages, or to answer and take messages.
- Specify a personal referral extension (must-answer extension) so callers can talk to a person immediately rather than leave a message.
- Create, modify, or delete message distribution lists.
- Select the prompt level you like best (abbreviated or standard).
- In multilingual systems, select the language.
- Create your own password.
- Adjust playback options (volume and speed control).
- Transfer to the operator, or to another extension, by dialing the number or name.
- Send, answer, and forward messages across sites using the PhoneMail network and Audio Messaging Interchange Specification (AMIS) Analog networking options.
- Invoke voice-activated call routing to prompt the caller to speak by playing a tone at the end of each voice prompt sequence.
- Dial 0 for help.

The system can forward incoming calls to your mailbox, or other telephone or pager, and let you know you have messages waiting.

Features for Callers

The PhoneMail system lets your callers:

- Skip over your personal greeting if they have heard it before.

  Note: Not all greetings can be skipped. Depending on your class of service (COS), you can record an alternate greeting that must play entirely before the caller can leave a message or select another option.

- Replay or re-record their messages.
- Select urgent delivery.
- Transfer to a personal referral (must answer) extension, to the operator, or to another extension by entering the extension number or the subscriber's name.
- Camp on to a busy extension so that the busy telephone rings when it becomes free *(*internal callers on a Siemens computerized branch exchange [CBX] or Hicom 300 E Communications Server [CS] only).
- Choose the desired prompt language in multilingual systems.

  Note: Not all PhoneMail system features are available in all countries or with all host telephone systems. Ask your system administrator which features are available in your PhoneMail system.

- Invoke voice-activated call routing to prompt the caller to speak by playing a tone at the end of each voice prompt sequence.

Getting Help

If you are not sure how to use the PhoneMail system, or if you want to review the correct PhoneMail system procedure, you can request help from the system.

- Dial 0 for help (except when dialing a name, extension, date or time for future delivery, or any field of an outcalling schedule).

- If the system asks for a single-key command and you do not press any keys, the system prompts:

  "If you need help, press Help, or zero."

- If you press an incorrect key, the PhoneMail system prompts:

  "I do not understand this command. Please try again."

  You can then press the correct key.

This guide contains decision trees and step-by-step illustrations showing which telephone keys to press; the following pages provide examples of both.

Definitions, Decision Trees, Instructions, and Queues

Following are definitions of key words used throughout this guide:

Password. A sequence of characters dialed to permit access to the PhoneMail system; provides protection from unauthorized access to your mailbox.

Message. Audio information recorded and saved on the PhoneMail system.

Header. All incoming messages have a *header* message that specifies when the message was received. Some indicate who sent the message.

Mailbox. A PhoneMail system subscriber's depository for messages; a set of message queues (refer to "Message Queues," on page 1-8).

Address. Every mailbox has a unique address (number and name); each message must be addressed by the sender so that the system can send it to the correct destination.

Distribution List. A list of addresses (numbers or names) where the same message will be sent.

Home state. The starting point after dial-up access and password verification; the main branches from home state are: Listen, Record, Answer, Mailbox Options, and Transfer (see Figure 1-2, shaded area).

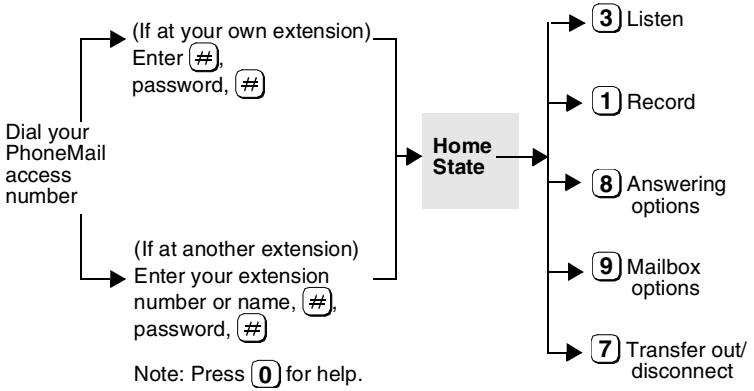

Dial your PhoneMail access number
(If at your own extension) Enter #, password, #
(If at another extension) Enter your extension number or name, #, password, #
Note: Press 0 for help.
Home State
3 Listen
1 Record
8 Answering options
9 Mailbox options
7 Transfer out/ disconnect

Figure 1-2. The PhoneMail Home State and Main Branches

Decision tree. A decision tree is a map of the PhoneMail system options (Figure 1-3 on page 1-6), showing the main decisions necessary to use given options; it is a navigation tool that shows PhoneMail option paths.

How to Use a Decision Tree

Figure 1-3 is an example PhoneMail decision tree (a segment of the Answering Options branch). The page numbers in **bold** tell you where to look for details on that option. To save time, use a decision tree while listening to the PhoneMail prompts, and press the applicable telephone buttons to accomplish your desired results.

Note: Not all possible telephone buttons are shown on the decision tree, due to space limitations.

The following example, using a system that accommodates one personal greeting, tells how to use a decision tree to record a greeting:

Suppose you want to record a new greeting for your callers. The decision path you would follow is shaded in Figure 1-3. From your telephone, you would do the following:

1. Dial your access number to access your mailbox home state.
2. Press 8 for Answering Options.
3. Press 1 for Personal Greetings.
4. Press 1 for Record New Greeting.
5. At the tone, say your new greeting.
6. To terminate recording of the greeting, press * # (not shown, but indicated by voice prompts).

The PhoneMail system would now answer your telephone and play your new greeting.

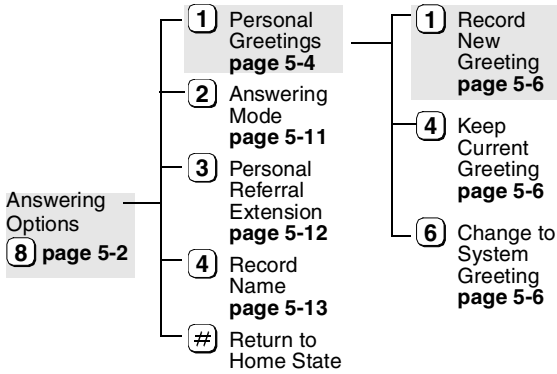

Answering Options
8 page 5-2
1 Personal Greetings page 5-4
2 Answering Mode page 5-11
3 Personal Referral Extension page 5-12
4 Record Name page 5-13
Return to Home State
1 Record New Greeting page 5-6
4 Keep Current Greeting page 5-6
6 Change to System Greeting page 5-6

Figure 1-3. Answering Options Decision Tree with Page References (Example)

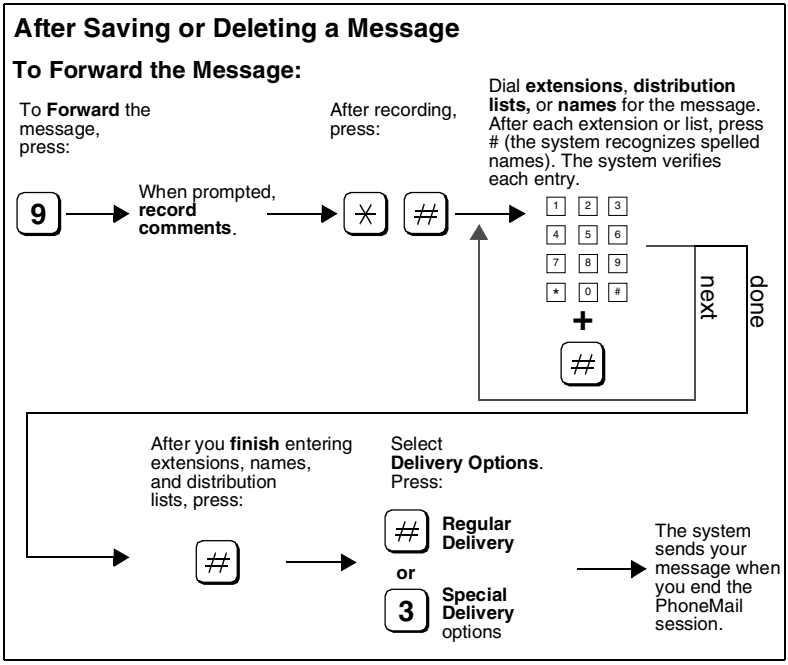
How to Use the Step-by-Step Instructions

Instructions in this guide are shown in a step-by-step format. To use them, simply follow the steps from left to right.

When you begin using these instructions, read the text given with the pictures of the keys. When you are familiar with the steps, you can skip the text and use just the pictures.

Example Step-by-Step Instruction

This example shows how to forward a message to one or more extensions or distribution lists. (Notice that *next* indicates a loop to permit entry of multiple numbers.) When you finish entering numbers, you can select delivery options.



Note: Words in **bold** with initial capital letters (example: **Special Delivery**) indicate a specific option shown on a decision tree; words in **bold** without initial capitals (example: **record comments)** refer to actions, general instructions, or concepts not shown on a decisions tree.

Message Queues

Queue: An ordered list of messages; the system maintains several queues. Every mailbox collects its own PhoneMail messages into separate queues, as follows:

Text message notifications
: If you have the PhoneMail Information Exchange (PIE) option, the host computer notifies you of new text messages from the host computer. Refer to "The PIE Option" on page 9-1 for more information.

Return receipts and returned messages
: This queue holds return receipts and messages sent back to you because the system could not deliver them (for example, if you record a message but forget to address it before hanging up). The message waiting notification is activated (refer to "Using Message Waiting Notification" on page 2-11).

New messages
: This queue holds new messages (including urgent messages) that have not been saved or deleted. Urgent messages are placed at the top of this queue so that you can listen to them first. The message waiting notification is activated.

Old messages
: This queue holds old messages that you have listened to and saved. The message waiting notification is not activated.

Outgoing messages
: This queue holds your recorded, but not sent, messages for the current PhoneMail session. You can change or delete these messages. If they are addressed, the system sends them when you end the session. The message waiting notification is not activated.

Future delivery messages
: This queue holds messages scheduled for future delivery. The system sends these messages at the scheduled delivery times. The message waiting notification is not activated.

The system plays your messages in the same order as the queues. At the start of each queue, the system tells you how many messages are in that queue. For example, "*You have three future delivery messages.*"

You can listen to your old, outgoing, or future delivery messages. You can also skip to the next queue while listening to messages in any queue (refer to “Listening Control Features” on page 3-3).

Chapter 2 Getting Started

The purpose of this chapter is to show you, step-by-step how to:

- Access your PhoneMail system.
- Set up your personal mailbox.
- End a PhoneMail session.

Simply follow the steps in order.

Please keep in mind that the diagrams and decision trees in this guide show the main paths and options through the PhoneMail system. No attempt is made to show all possible options and key-press sequences. In some cases, certain paths and options are *not* shown, to emphasize the main point or instruction.

Listen carefully to the voice prompts. Let them guide you through the PhoneMail system.

The best way to learn the PhoneMail system is to use it with the audio prompts to guide you.

Step 1. Accessing the PhoneMail System

a. Get your PhoneMail system access number[1] and default password from your system administrator.

b. Access the PhoneMail system using the applicable access code and password. Table 2-1 lists the access types.

Table 2-1. PhoneMail System Access Types

Access Type	Definition
Direct access	The direct access number is for subscribers only to call their PhoneMail mailboxes from any telephone. Refer to "Using Direct Access" on page 2-3.
Guest access	The guest access number is for internal and external callers who want to leave a message for a subscriber without directly calling the subscriber. Refer to "Using Guest Access" on page 2-3.
Callback access	The callback access number allows subscribers to access PhoneMail from their own telephones by pressing a preset repdial button, a speed-dial equivalent, or a preset ROLMphone button. Refer to "Using Callback Access" on page 2-4.
TDD access	Subscribers or callers with a telecommunications device for the deaf (TDD) can dial a TDD access number instead of the direct or guest access number. Refer to "Using TDD Access" on page 2-4.

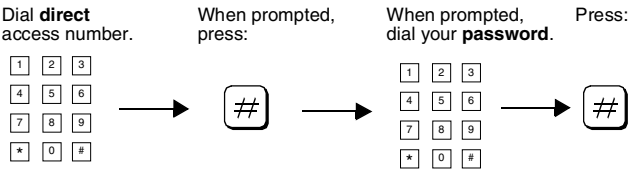
c. The following two pages give instructions for the four ways to access the PhoneMail system (direct, guest, callback, TDD). Be sure you have at least one access number, then follow the instructions for that type of access.

[1] Ask your system administrator, who supplies access numbers, which access types are available to you.

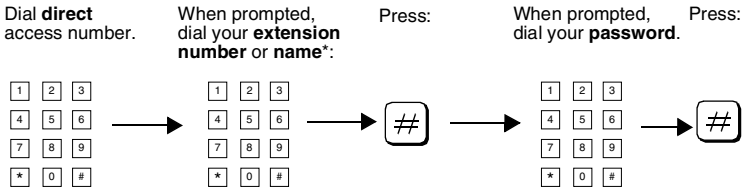
Using Direct Access

To Access the PhoneMail System with Direct Access

From *Your* Telephone:



From a *Remote* Telephone:

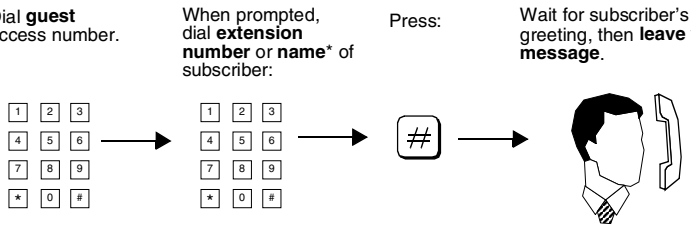


* Dial last name, first name. Use 7 for Q and 9 for Z.

Using Guest Access

To Access the PhoneMail System with Guest Access:

To Leave a Message from an Internal or External Telephone:



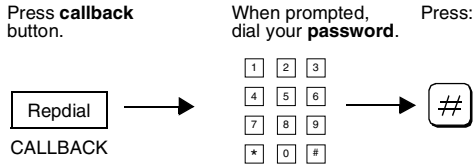
* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a PhoneMail subscriber.

For more on guest access, refer to "Summary of Features for Callers" on page 8-1.

Using Callback Access

To Access the PhoneMail System with Callback Access:

From *Your* Telephone:

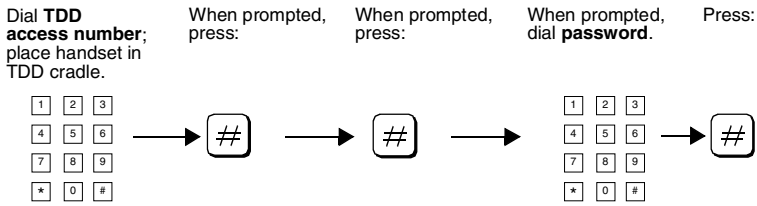


Note: Ask your system administrator if callback access is available on your system.

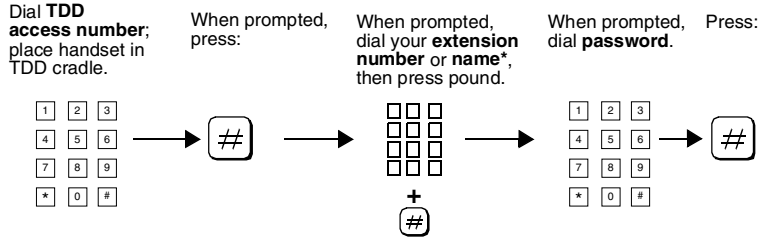
Using TDD Access

To Access the PhoneMail System with TDD Access:

From *Your* Telephone:



From a *Remote* Telephone:



* Dial last name, first name. Use 7 for Q and 9 for Z.

For more on PhoneMail system features for the speech and hearing-impaired, refer to "Using the PhoneMail System with a TDD" on page 10-1.

Step 2. Setting Up Your Mailbox

To set up and customize your PhoneMail mailbox, perform the following tasks (instructions follow) the first time you access the system:

a. Change your password.

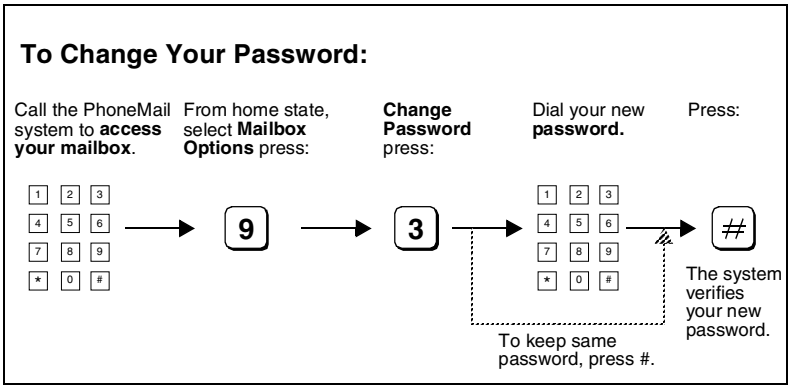
b. Record your name. (Refer to "Recording Your Name" on page 2-6.)

c. Record a personal greeting. (Refer to "Recording Your Personal Greeting" on page 2-6.)

d. Set up your personal referral extension (must-answer line). (Refer to "Setting Up a Personal Referral Extension (Optional)" on page 2-8.)

Changing Your Password

When you first get your PhoneMail mailbox, it has the default system password[2]; change this password to your own password *immediately*.



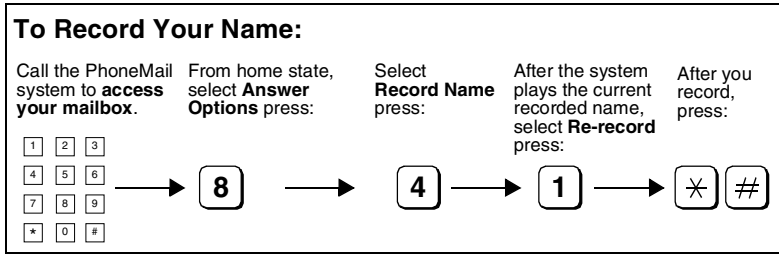
Note: Call your system administrator if the PhoneMail system says that your mailbox is protected.

[2] Your system administrator may have set a minimum password length. If so, you cannot have a password shorter than the minimum; maximum password length is 24 digits.

Recording Your Name

This feature lets you record your own name for use in your personal mailbox header. Thus, when internal subscribers address messages to you, or receive messages from you, they hear your name.

Note: Ask your system administrator if this feature is available to you.


To Record Your Name:
Call the PhoneMail system to access your mailbox.
From home state, select Answer Options press:
Select Record Name press:
After the system plays the current recorded name, select Re-record press:
After you record, press:
8
4
1

Recording Your Personal Greeting

When you first get your PhoneMail mailbox, it has a default system greeting. You can record your own personal greetings[3] to replace the system greeting.

Example personal greetings:

> **Typical**: *"Hello. This is Mike on extension 23456. I'm not available to take your call at this time. Please leave your name, number and message at the tone, and I'll call you back as soon as possible."*
>
> **For referral extension:** *"Hello. This is Mike on extension 23456. I'm on vacation from July 3rd through July 10th. You can leave a message at the tone, or, if you need to speak to someone now, press zero and pound to speak to Kathy."* (Refer to "Setting Up a Personal Referral Extension (Optional)" on page 2-8.)

[3] You can have either one or three personal greetings, depending on your PhoneMail system; check with your system administrator.

To Record a Personal Greeting:

On a *One-Greeting* System:

Call the PhoneMail system to **access your mailbox**.

From the home state, select **Answer Options** press:

Select **Personal Greetings** press:

After the system plays the current greeting, select **Change Greeting** press:

After you record, press:

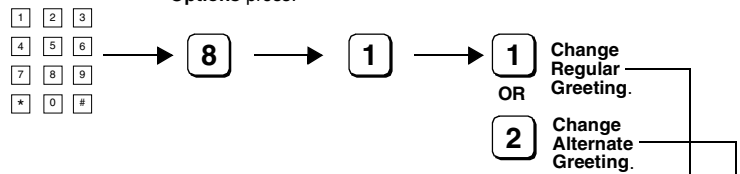
On a *Three-Greeting* System:

Call the PhoneMail system to **access your mailbox**.

From the home state, select **Answer Options** press:

Select **Personal Greetings** press:

Press:



Change Regular Greeting.

Change Alternate Greeting.

(**Regular** Greetings)

Press:

1 Record an **External*** regular greeting. (no answer or busy)

OR

2 Record an **Internal*** regular greeting. (no answer or busy)

After the system plays the current greeting, **record your greeting** and press: * #

(**Alternate** Greeting)

Press: **1**

After the system plays the current greeting, **record your greeting** and press: * #

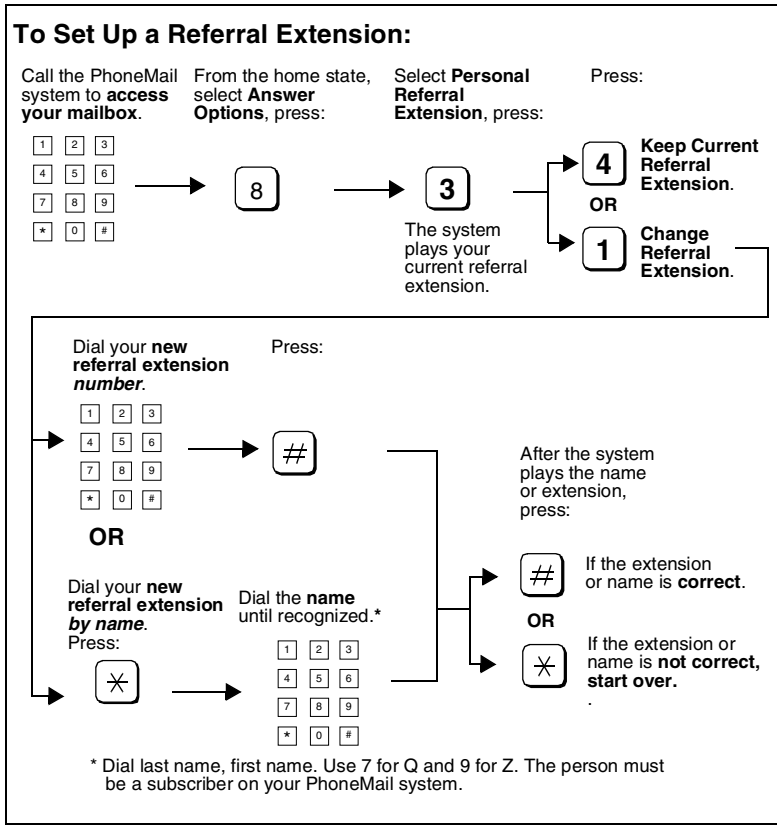
*Rather than the Internal / External option, you can have the Busy / No-Answer option. Refer to "Setting Up Busy / No-Answer Greetings" on page 5-8.

For more on personal greetings, refer to "Using Personal Greetings" on page 5-4.

Setting Up a Personal Referral Extension (Optional)

You can give your callers the option of transferring to a *must-answer* extension to talk to a person instead of leaving a message, if you are unavailable. To do this, set up a personal referral extension; otherwise, your calls automatically transfer to the PhoneMail system operator when the caller selects the transfer to the must-answer line.

Note: Ask your system administrator if the referral extension feature is available on your system.

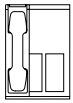

To Set Up a Referral Extension:
Call the PhoneMail system to access your mailbox.
From the home state, select Answer Options, press:
Select Personal Referral Extension, press:
Press:
8
3
The system plays your current referral extension.
4
Keep Current Referral Extension.
OR
1
Change Referral Extension.
Dial your new referral extension number.
Press:
OR
Dial your new referral extension by name.
Press:
Dial the name until recognized.*
After the system plays the name or extension, press:
If the extension or name is correct.
OR
If the extension or name is not correct, start over.
* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber on your PhoneMail system.

Step 3. Ending the PhoneMail Session

a. To end the PhoneMail session, either hang up the telephone or use transfer out/disconnect.

To End a PhoneMail Session:

Hang Up the Telephone:



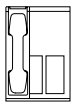
Your PhoneMail Mailbox
Returned Messages

After you hang up, the system completes the instructions you have given.

If you hang up while listening to or recording a message, the system returns the message to your mailbox.

Use the Transfer Out/Disconnect Feature:

To **interrupt** a PhoneMail session, at any time, press: * → Select **Transfer Out/ Disconnect,** press: 7 → To **Disconnect**, press: 6 → You are disconnected and **dial tone returns** to your telephone.



For more on ending a PhoneMail session, refer to “Transferring Out of the PhoneMail System” on page 7-3.

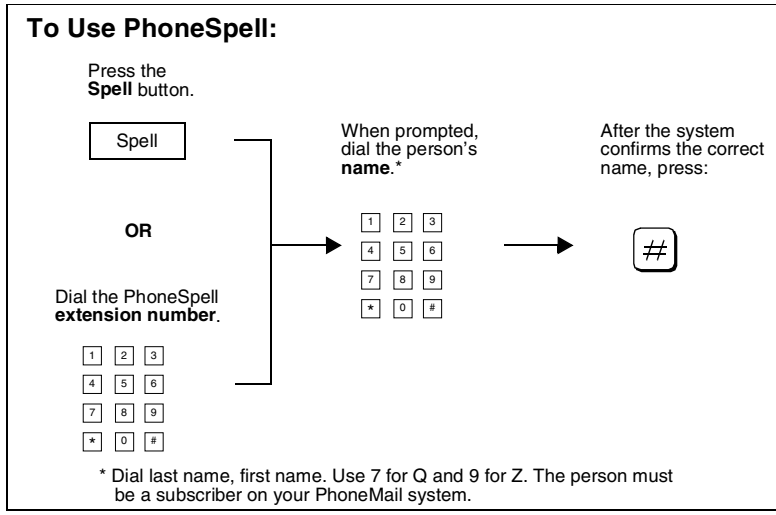
b. You have now completed basic setup for your mailbox.

The rest of this chapter tells you about some optional features that can be on your telephone or system.

The following chapters provide detailed instructions on how to use the main branches of the PhoneMail decision tree.

Using PhoneSpell

The PhoneSpell feature helps you call a subscriber without having to know, or look for, the correct extension. When your system has PhoneSpell, just press a predefined button (Spell button on a ROLMphone telephone), or dial the PhoneSpell[4] extension number.


To Use PhoneSpell:
Press the **Spell** button.
Spell
OR
Dial the PhoneSpell **extension number**.
1 2 3
4 5 6
7 8 9
* 0 #
When prompted, dial the person's **name**.*
1 2 3
4 5 6
7 8 9
* 0 #
After the system confirms the correct name, press:
#
* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber on your PhoneMail system.

[4] Ask your system administrator for the PhoneSpell extension number.

Letting the PhoneMail System Answer Calls

When your telephone is busy, unattended, or in do-not-disturb mode, your telephone can forward calls to the PhoneMail system. This is called *telephone answering*. It occurs if:

- Your extension is set up (by your system administrator) to *system-forward* to the PhoneMail system. After calls ring at your telephone and you do not answer, the PhoneMail system answers, plays your personal greeting and lets callers leave messages.
- You temporarily *station-forward* your extension to the PhoneMail system. The PhoneMail system answers all calls before they ring at your telephone.

Using Message Waiting Notification

Depending on your telephone system[5], you can be notified of new PhoneMail messages on your telephone or workstation screen. You can receive:

- Message waiting notification at your telephone.
- Message waiting notification at your workstation screen through the PhoneMail Information Exchange (PIE) option.
- Message waiting notification from calls to a remote destination (by way of the outcalling feature).

These notification methods are discussed in the following paragraphs.

Message Waiting Notification by Telephone

If your telephone has a message-waiting indicator light, the system turns ON the light when you have new or returned messages in your mailbox. The system turns OFF the light after you save or delete all your new messages. Some systems use a broken dial tone in addition to, or in place of, an indicator light.

[5] Ask your system administrator if message waiting notification and out-calling are available.

Message Waiting Notification for Multiple-Extension Mailbox

Multiple-extension message waiting notification allows up to six extensions with the same mailbox to be notified (usually by a light) of new messages.

Note: Only one subscriber at a time can access the mailbox to retrieve messages.

Message Waiting Notification by PIE

Through the PIE option, notification of new PhoneMail messages shows up on your workstation screen. For more on this feature, refer to "The PIE Option" on page 9-1.

Message Waiting Notification Using Outcalling

If you have the required class of service (COS), you can have the PhoneMail system call you at scheduled intervals when you have a new message waiting in your mailbox. For more on this feature, refer to "Using Outcalling" on page 6-8 and "Cascade Outcalling" on page 6-17**.**

Enhanced Multilingual Feature

The enhanced multilingual[6] feature permits callers to select from two languages after a call is forwarded to the PhoneMail system. When the caller selects a language, PhoneMail prompts play in the selected language instead of the language set for the called mailbox.

Callers press ⌨ or 0 during or after the personal greeting, or while leaving a message, to invoke the language selection option.

The prompt for enhanced multilingual is*:*

"For instruction in <language>, press <number>.

[6] Ask your system administrator if you have the enhanced multilingual feature.

Chapter 3 Listen Features

You can listen to two types of messages:

- *Incoming* messages from others, and,
- *Outgoing* messages you record to send to others.

This chapter tells you how to use the many listen options.

The "Listen Feature Branch" on page 3-2 and the "Listening Control Features" on page 3-3 show the listen option features. By looking at these two pages, and following the PhoneMail prompts, you can easily navigate the options when you no longer need this chapter's detailed instructions.

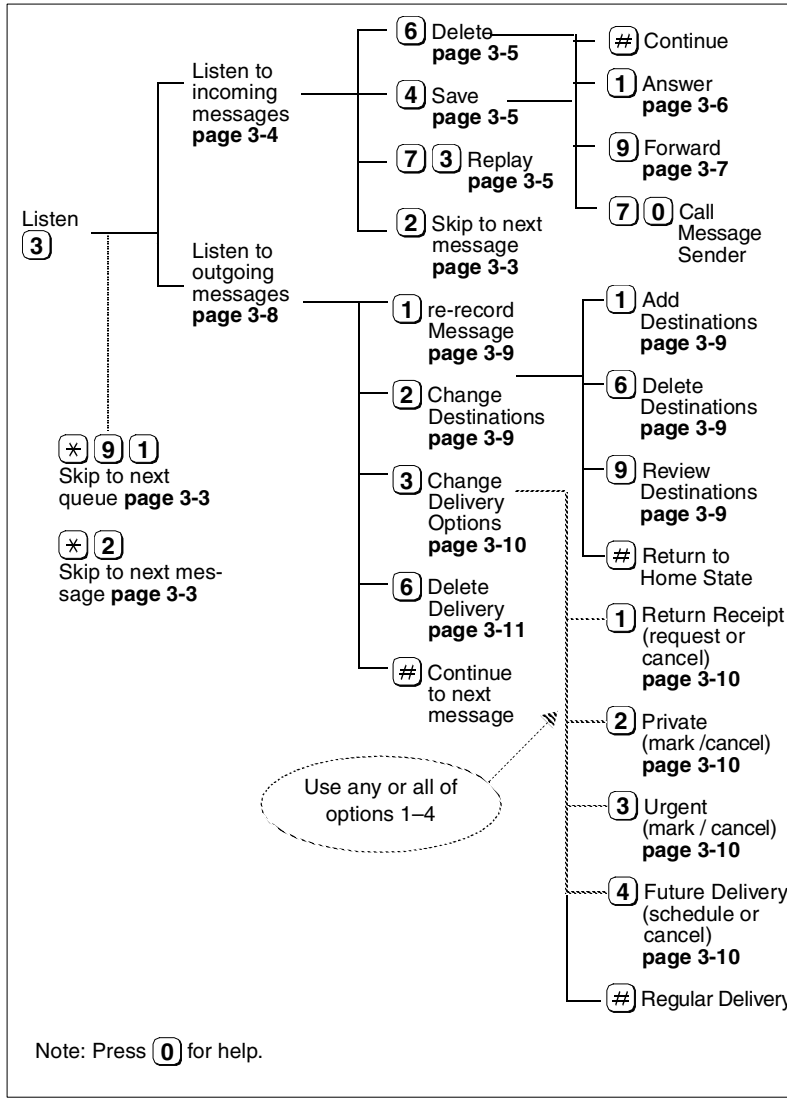
As you listen to each message, its *header* tells you when your mailbox received the message (date and time, in ten minute intervals). The system also tells you information about the sender:

- If the sender is a subscriber on the same PhoneMail system, the system tells you the sender's name and extension.
- If the sender is an internal caller, but not a PhoneMail subscriber or not on the same PhoneMail system, the system gives the extension but not the sender's name.
- If the sender is an external caller, the system tells you when the message was received, and depending on your system, it can also give the sender's external telephone number. Ask your system administrator for details.

United Kingdom Note: In some United Kingdom locations, voice announcements indicate a calling party disconnect. If these announcements are present in messages left on the PhoneMail system, ask your system administrator to have the telephone company disable the announcements.

Listen Feature Branch

The following PhoneMail decision tree branch shows the structure of listen options explained in this chapter.


Listen
3
Listen to incoming messages page 3-4
Listen to outgoing messages page 3-8
6 Delete page 3-5
4 Save page 3-5
7 3 Replay page 3-5
2 Skip to next message page 3-3
Continue
1 Answer page 3-6
9 Forward page 3-7
7 0 Call Message Sender
1 re-record Message page 3-9
2 Change Destinations page 3-9
3 Change Delivery Options page 3-10
6 Delete Delivery page 3-11
Continue to next message
1 Add Destinations page 3-9
6 Delete Destinations page 3-9
9 Review Destinations page 3-9
Return to Home State
1 Return Receipt (request or cancel) page 3-10
2 Private (mark /cancel) page 3-10
3 Urgent (mark / cancel) page 3-10
4 Future Delivery (schedule or cancel) page 3-10
Regular Delivery
Use any or all of options 1–4
* 9 1 Skip to next queue page 3-3
* 2 Skip to next message page 3-3
Note: Press 0 for help.

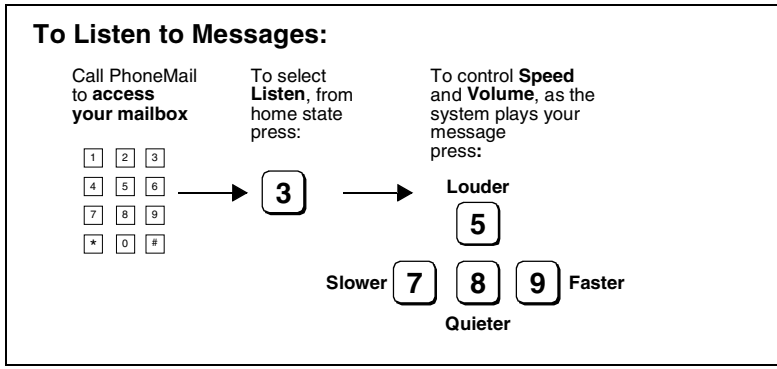
Listening Control Features

These control features are available while you are listening to messages. Key words are in **bold** with initial capital letters.

While you listen to your messages...		Press
HELP	Access **Help**	0
Speed	**Decrease Speed** of message	7
	Increase Speed of message	9
Volume	**Decrease Volume** of messages and prompts	8
	Increase Volume of messages and prompts	5
Headers	**Skip Current Header**, and **Play Message**	3
	Skip to **Previous Header**[a]	7 2
	Skip to **Next Header**	2
Messages	**Stop** message: *, and **continue** playback**:** 3	* 3
	Replay Message from beginning	* 7 3
	Replay Last Few Words	* 7 8
	Skip **Next Few Words**	* 9 8
	Skip to **End of Message**	* 9 3
	Skip to **Next Queue**	* 9 1
	Save message	* 4
	Delete message	* 6
	Stop message, and skip to **Next Header**	* 2
	Stop message, and skip to **Previous Header**	* 7 2
	Stop message, and **Replay Header**	* 7 7
	Stop message, and **Return Home**	* 7 #

a. Skip to Previous Header applies to the headers in the current queue only.

Listening to Incoming Messages

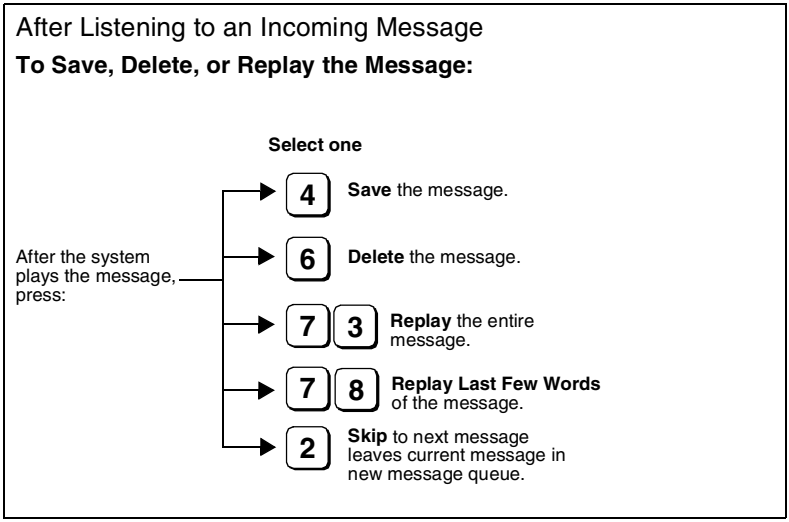


This figure shows how to start the listen process and how to control playback speed and volume. For a complete list of control features, refer to “Listening Control Features” on page 3-3.

After Listening to Incoming Messages

This section describes the features available after you listen to an incoming message.

Saving, Deleting, Replaying a Message


After Listening to an Incoming Message
To Save, Delete, or Replay the Message:
Select one
After the system plays the message, press:
4
Save the message.
6
Delete the message.
7 3
Replay the entire message.
7 8
Replay Last Few Words of the message.
2
Skip to next message leaves current message in new message queue.

After you Save or Delete a message, you can:

- *Answer* directly to the sender's mailbox (refer to "Answering a Message Directly to a Sender's Mailbox" on page 3-6).
- *Forward* the message (refer to "Forwarding a Message" on page 3-7).
- *Call* the message sender's telephone (refer to "Calling a Message Sender's Telephone" on page 3-7).
- *Listen* to the next message (refer to "Listening to Another Message" on page 3-8).

Note: You must save or delete a message before you can answer, forward, call the sender, or listen to the next message.

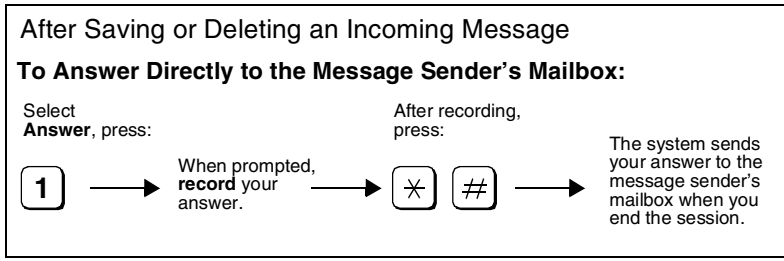
Note: Messages are not actually saved or deleted until you hang up or end your PhoneMail session. Thus, if you make a mistake, you can go back and choose a different option before you hang up.

Message Expiration

You can save messages for a predetermined amount of time.[1] An announcement given after you save a message indicates how long the message will be saved. When a message has been saved for the defined period of time, you receive an announcement the next time you access your PhoneMail messages[2]. This announcement tells you that the expired message will be deleted when you hang up or end your PhoneMail session. Expired messages are deleted automatically at the end of the session.

Depending on your COS, the save prompt may or may not be offered to you after listening to a saved message. If the save prompt is offered and you resave the message, the saved interval is not announced and the original saved time is kept.

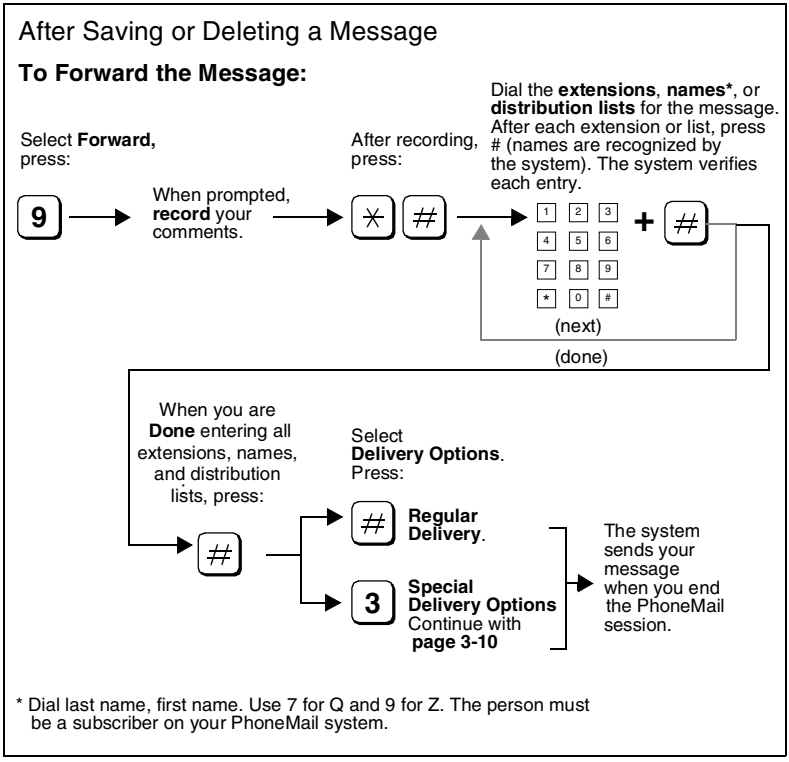
Answering a Message Directly to a Sender's Mailbox


After Saving or Deleting an Incoming Message
To Answer Directly to the Message Sender's Mailbox:
Select **Answer**, press:
1
When prompted, **record** your answer.
After recording, press:
*
#
The system sends your answer to the message sender's mailbox when you end the session.

[1] You hear this message only if you have message expiration. Your COS determines whether your messages will expire. If you have message expiration, your COS determines how many weeks messages are saved.

[2] Your COS determines whether you receive this announcement or if expired messages are deleted automatically.

Forwarding a Message


After Saving or Deleting a Message
To Forward the Message:
Select Forward, press:
9
When prompted, record your comments.
After recording, press:
*
#
Dial the extensions, names*, or distribution lists for the message. After each extension or list, press # (names are recognized by the system). The system verifies each entry.
1 2 3
4 5 6
7 8 9
* 0 #
+
#
(next)
(done)
When you are Done entering all extensions, names, and distribution lists, press:
#
Select Delivery Options. Press:
#
Regular Delivery.
3
Special Delivery Options
Continue with page 3-10
The system sends your message when you end the PhoneMail session.

* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber on your PhoneMail system.

Calling a Message Sender's Telephone

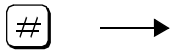
After Saving or Deleting a Message
To Call the Message Sender's Telephone:
Select Call Message Sender, press:
7
0
The message sender's telephone rings.

Listening to Another Message

After Saving or Deleting a Message

To Listen to Another Message:

Select **Continue** press:



The system plays **next message or,** if there are no more messages, returns to **home state.**

Listening to Outgoing Messages

This section describes features for *listening to previously recorded outgoing messages*. For more on recording and sending messages, refer to "The Record Feature Branch" on page 4-2.

- Messages recorded during a given session remain in your outgoing message queue until you hang up. You can listen to any message (and its addressing options) in this queue and you can change any part (or delete the entire message) before ending the PhoneMail session.
- Messages scheduled for future delivery remain in your future-delivery message queue. You can listen to any message (and its addressing options) in this queue and you can change any part (or delete the entire message) anytime before the delivery date of the message.

For more on message queues, refer to "Definitions, Decision Trees, Instructions, and Queues" on page 1-4**.**

Re-recording a Message

After Listening to an Outgoing Message

To Re-record the Message:

Select **Re-record** press: **1** → When prompted, **re-record** your message. → After recording, press: ✳ # → The system sends your outgoing message when you end the session.

The system sends your future delivery message at the specified time and date.

Changing Destinations for a Message

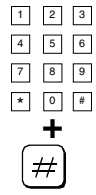
After Listening to an Outgoing Message

To Add or Delete Destinations for the Message:

Select **Change Destinations**, press: **2**

Select one Press:
- **1** **Add Destinations**
- **6** **Delete Destinations**

Dial the **extensions, names***, or **distribution lists** to add or delete. After each extension or list, press # (names are recognized by the system).



When **finished**, press: **#**

To Review Destinations for the Message:

Select **Change Destinations**, press: **2** → Select **Review Destinations**, press: **9** → The system plays the destinations for the message.

* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber on your PhoneMail system.

Marking Delivery Options for a Message

After Listening to an Outgoing Message

To Request (or Cancel) a Return Receipt:

Select **Delivery Options** by pressing:	To request or cancel a **Return Receipt**, press:	
3 →	1 →	The system adds a return receipt to the message, or, if the message already had a return receipt request, it is canceled.

To Mark the Message Private (or Cancel Private Marking):

Select **Delivery Options** by pressing:	To mark **Private** or **Cancel Private**, press:	
3 →	2 →	The system marks the message private, or, if it was already marked private, the marking is canceled.

To Mark the Message Urgent (or Cancel Urgent Marking):

Select **Delivery Options** by pressing:	To mark **Urgent** or **Cancel Urgent**, press:	
3 →	3 →	The system marks the message urgent, or, if it was already marked urgent, the marking is canceled.

To Request or Change a Future Delivery Schedule:

Select **Delivery Options** by pressing:	Select **Future Delivery** schedule by pressing:	
3 →	4 →	See “Future Delivery Options” on page 4-7

To Start Over Marking Delivery Options:

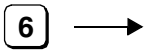
Select **Delivery Options** by pressing:	To **start over delivery schedule options**, press:	
3 →	* →	The system returns to the top of the delivery options list so that you can select an option you might have missed.

Canceling Delivery of a Message

After Listening to an Outgoing Message

To Cancel Delivery of the Message:

Select **Cancel Delivery** by pressing:



The system cancels delivery and deletes the message from its queue.

Chapter 4 Record Features

This chapter tells you how to record, address, and deliver your messages.

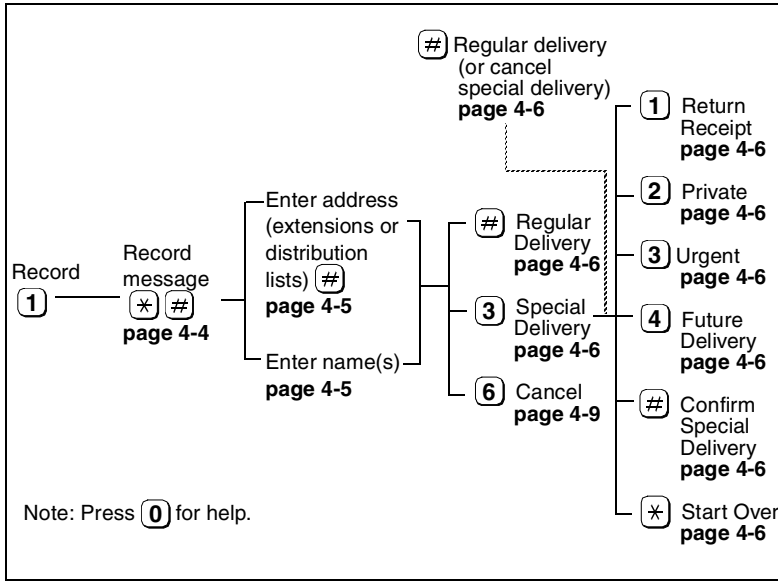
"The Record Feature Branch" on page 4-2 and the "Recording Control Features" on page 4-3 show the structure of the record options. By looking at these two pages, and following the PhoneMail prompts, you can easily navigate the options when you no longer need this chapter's detailed instructions.

As you record each message, the system includes your *header* with your name, date, and time you sent the message. The system also does the following:

- If you are a subscriber on the same PhoneMail system, the system gives your name and extension.
- If you are an internal caller, but not a PhoneMail subscriber or not on the same PhoneMail system, the system gives your extension, but not your name.
- If you are an external caller, the system tells the recipient when the message was sent, and depending on your system, it can also give your external telephone number. Ask your system administrator for details.

The Record Feature Branch

The following PhoneMail decision tree branch shows the structure of record options explained in this chapter.

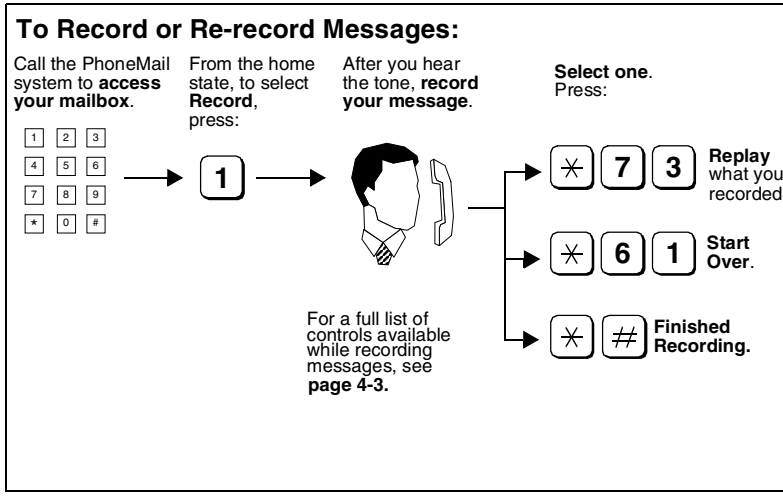


Recording Control Features

These control features are available while you record your messages; key words are in **bold**:

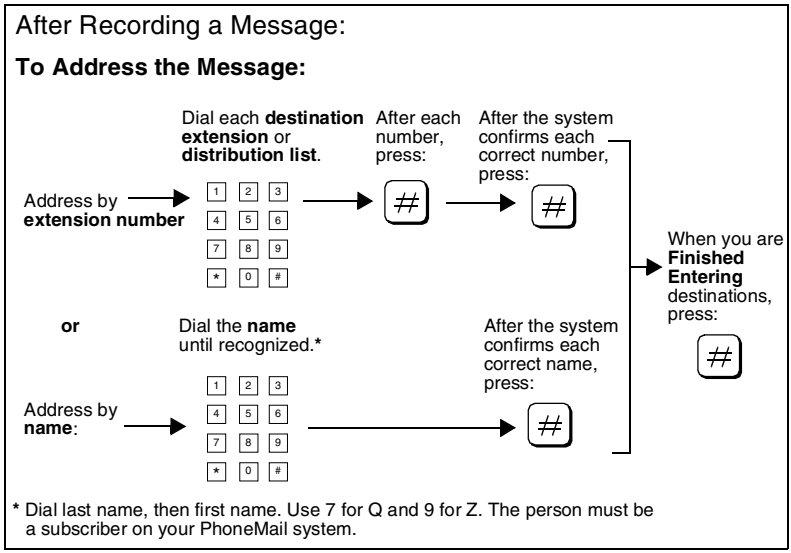
	While you record your messages...	Press
Skip Instruction	**Skip Instructions** on how to record, so you can begin recording your message.	1
Stopping and Pausing	**Stop / Start** (pause / continue) recording.	* 1
	Stop recording, and **Start Over** (re-record message).	* 6 1
	Stop recording, and **Cancel Delivery** of message.	* 6 #
Replay	Stop recording, and **Replay** what you just recorded.	* 7 3
	Stop recording, and **Replay Last Few Words** of message.	* 7 8
Quit	**End Session / Disconnect** from the PhoneMail system.	* 7 6

Recording or Re-recording Messages


To Record or Re-record Messages:
Call the PhoneMail system to access your mailbox.
From the home state, to select Record, press:
After you hear the tone, record your message.
Select one. Press:
1 2 3
4 5 6
7 8 9
* 0 #
1
7 3
Replay what you recorded.
6 1
Start Over.
#
Finished Recording.
For a full list of controls available while recording messages, see page 4-3.

Addressing Messages After You Record

After you record a message, you can address it to one or more subscribers, or to a group of subscribers (distribution list) by distribution list number.


After Recording a Message:
To Address the Message:
Dial each destination extension or distribution list.
After each number, press:
After the system confirms each correct number, press:
Address by extension number
1 2 3 4 5 6 7 8 9 * 0 #
#
#
When you are Finished Entering destinations, press:
#
or
Dial the name until recognized.*
After the system confirms each correct name, press:
Address by name:
1 2 3 4 5 6 7 8 9 * 0 #
#
* Dial last name, then first name. Use 7 for Q and 9 for Z. The person must be a subscriber on your PhoneMail system.

A distribution list contains extension numbers or names of subscribers. A message sent to a distribution list, goes to all subscribers on the list. There are two types of distribution lists:

- ***Personal distribution list.*** This is set up by the subscriber for personal use. You can enter up to 20 extensions per list. Refer to "Creating Personal Distribution Lists" on page 6-5.
- ***System distribution lists.*** This is set up by the system administrator. Available to all PhoneMail subscribers. To set up your system distribution list, give your system administrator the names and extension numbers of the PhoneMail subscribers you want on the list.

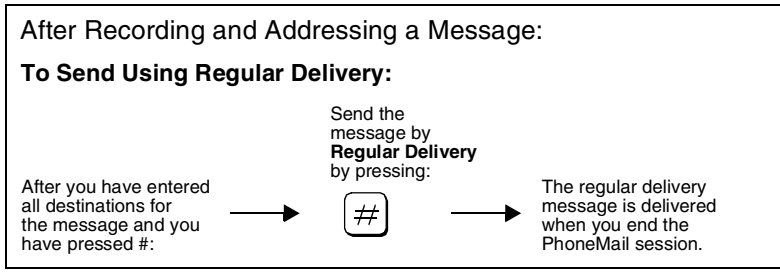
Note: Messages to an individual or to a *system* distribution list that cannot be delivered are discarded rather than returned.

Note: If you are in a PhoneMail network, refer to "Addressing PhoneMail Network Messages" on page 9-2 for more information.

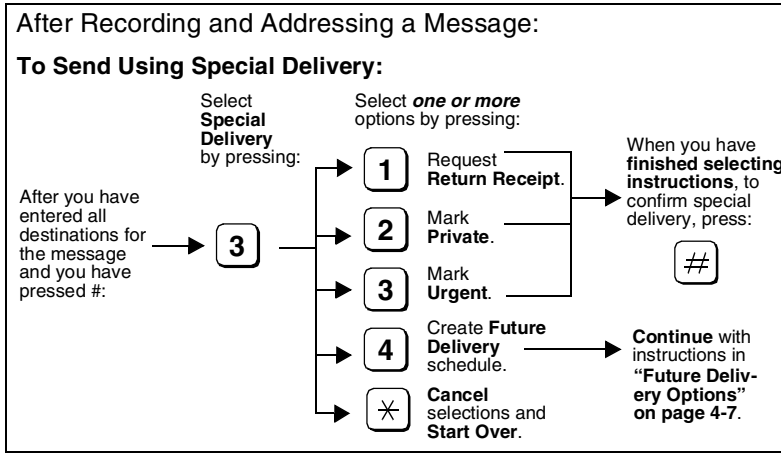
If you are in an AMIS Analog network, refer to "Addressing AMIS Analog Messages" on page 9-2 for more information.

Sending Messages After Recording and Addressing

Regular Delivery


After Recording and Addressing a Message:
To Send Using Regular Delivery:
After you have entered all destinations for the message and you have pressed #:
Send the message by Regular Delivery by pressing:
#
The regular delivery message is delivered when you end the PhoneMail session.

Special Delivery Options


After Recording and Addressing a Message:
To Send Using Special Delivery:
After you have entered all destinations for the message and you have pressed #:
Select Special Delivery by pressing:
3
Select one or more options by pressing:
1
Request Return Receipt.
2
Mark Private.
3
Mark Urgent.
4
Create Future Delivery schedule.
*
Cancel selections and Start Over.
When you have finished selecting instructions, to confirm special delivery, press:
#
Continue with instructions in "Future Delivery Options" on page 4-7.

Special Delivery Notes:

- **Return Receipt**. This means the system sends a receipt message to you that tells when the recipient received your message.
- **Private**. This option prevents the recipient from forwarding your message to someone else.
- **Urgent**. This tells the system to put your message at the beginning of the recipient's new message queue and tells the recipient (before listening) the message is urgent.

Future Delivery Options

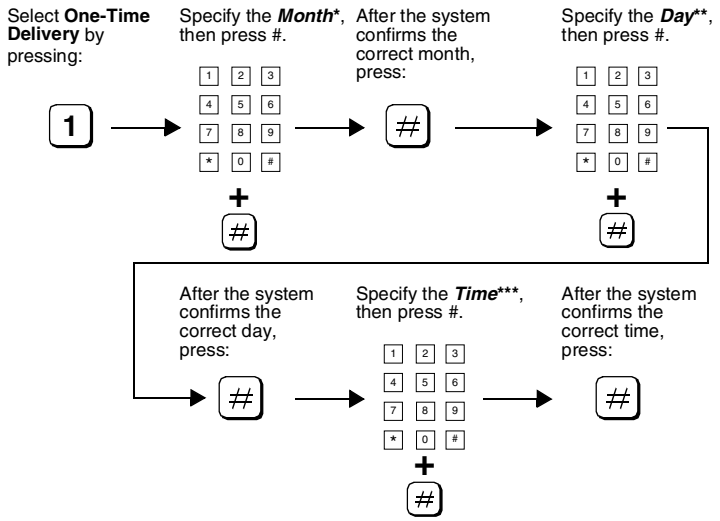
- **Future Delivery**. This lets you specify message delivery in the future, up to one year in advance, in one of two ways:
  - — Send message once.
  - — Send message repeatedly (daily, weekly, or monthly).

Note: Your system administrator controls how many future delivery messages you can create.

One-Time Future Delivery Schedule

After Pressing **4** to Set Up Future Delivery:

For a *One-Time* Future Delivery:



*** Month:** Press 1–12 for January through December. To select current month, press #.

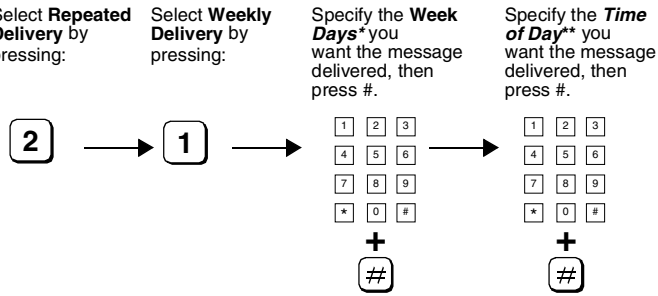
**** Day**: Press 1– 31 for day of the month. To select the current day, press #.

**** Time:** If your PhoneMail system uses a 12-hour clock, dial 100 – 1200 for 1 o'clock through 12 o'clock. The PhoneMail system then prompts for 1 for a.m. or 2 for p.m. To select current time, press #. If your PhoneMail system uses a 24-hour clock, dial 100 – 2300 for 1 a.m. through 11 p.m. For midnight, dial 0000.
To select the current time, press #.

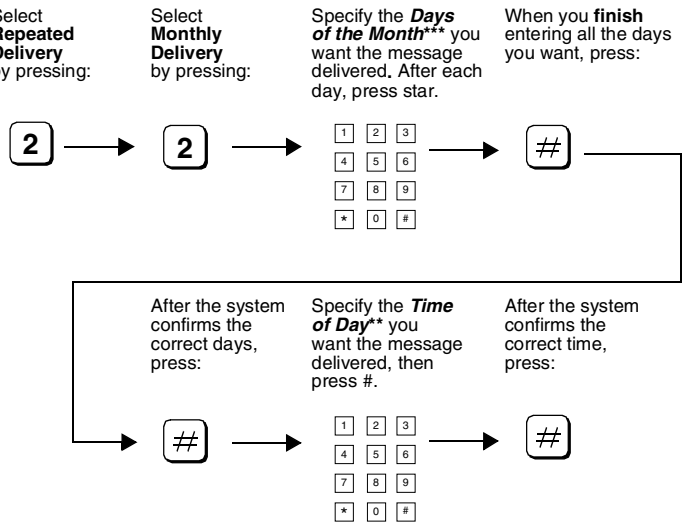
Repeated Future Delivery Schedule

After Pressing **4** to Set Up Future Delivery:

For *Weekly Repeated* Future Delivery:


Select **Repeated Delivery** by pressing:
Select **Weekly Delivery** by pressing:
Specify the **Week *Days**** you want the message delivered, then press #.
Specify the ***Time of Day**** you want the message delivered, then press #.
2
1
1 2 3
4 5 6
7 8 9
* 0 #
+ #
1 2 3
4 5 6
7 8 9
* 0 #
+ #

For *Monthly Repeated* Future Delivery:


Select **Repeated Delivery** by pressing:
Select **Monthly Delivery** by pressing:
Specify the ***Days of the Month***** you want the message delivered**.** After each day, press star.
When you **finish** entering all the days you want, press:
2
2
1 2 3
4 5 6
7 8 9
* 0 #
#
After the system confirms the correct days, press:
Specify the ***Time of Day**** you want the message delivered, then press #.
After the system confirms the correct time, press:
#
1 2 3
4 5 6
7 8 9
* 0 #
#

*** Days:** Press 1–7 for Monday through Sunday. You can choose more than one day. Press 8 for Monday through Friday. To specify the current day of the week, press #.

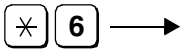
**** Time:** If your PhoneMail system uses a 12-hour clock, dial 100 – 1200 for 1 o'clock through 12 o'clock. The PhoneMail system then prompts for 1 for a.m. or 2 for p.m. To select current time, press #. If your PhoneMail system uses a 24-hour clock, dial 100 – 2300 for 1 a.m. through 11 p.m. For midnight, dial 0000. To select the current time, press #.

***** Month:** Press 1– 31 for the day of the month. To select the current day, press #.

Cancel Message Delivery

To Cancel a Message *While Recording*:

Press:



Cancel message recording.

To Cancel a Message *After Recording and Addressing*:

After you have entered all destinations for the message and pressed #:

Press:

Cancel the message.

Processing Returned Messages

After Notification of a Returned Message:

To Process the Returned Message:

Select one.
Press:

Delete the message.

Save the message.

Replay the message.

Create **Address** or **Complete** the future delivery schedule so you can resend.

A returned message is a message you sent that is undeliverable because it is missing an address or delivery schedule, or the receiver's mailbox is full, unassigned, or not accepting messages. Remember, messages sent to a system distribution list are discarded rather than returned.

Chapter 5 Answering Options

This chapter explains the PhoneMail answering options and how to:

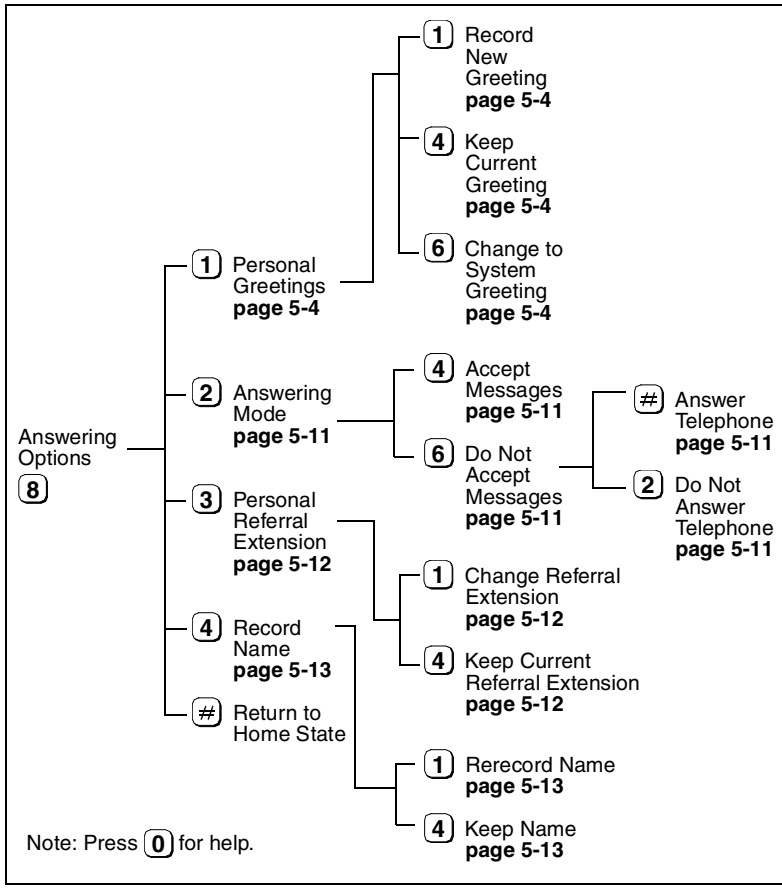
- Record the name used in your header.
- Record and set up your personal greetings.
- Set up your answering mode.
- Set up your personal referral extension.

The two *Answering Options* branches that follow show the answering options explained in this chapter. Use the branch for one personal greeting (refer to "Answering Options for One Personal Greeting Systems" on page 5-2) or three personal greetings (refer to "Answering Options for One Personal Greeting Systems" on page 5-2) as applicable to your system. If in doubt, ask your system administrator.

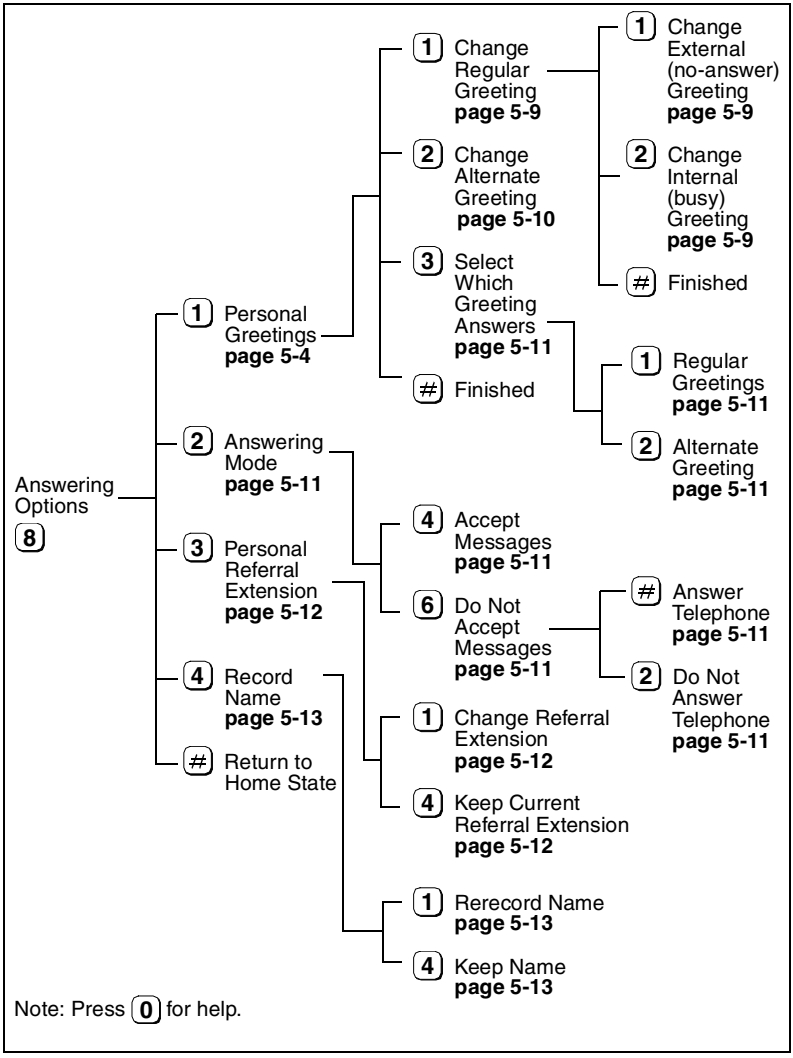
By using the applicable branch and the PhoneMail prompts, you can easily navigate the options when you no longer need this chapter's detailed instructions.

The Answering Options Branches

Answering Options for One Personal Greeting Systems


Answering Options 8
1 Personal Greetings page 5-4
1 Record New Greeting page 5-4
4 Keep Current Greeting page 5-4
6 Change to System Greeting page 5-4
2 Answering Mode page 5-11
4 Accept Messages page 5-11
6 Do Not Accept Messages page 5-11
Answer Telephone page 5-11
2 Do Not Answer Telephone page 5-11
3 Personal Referral Extension page 5-12
1 Change Referral Extension page 5-12
4 Keep Current Referral Extension page 5-12
4 Record Name page 5-13
1 Rerecord Name page 5-13
4 Keep Name page 5-13
Return to Home State
Note: Press 0 for help.

Answering Options for Three Personal Greetings Systems


Answering Options
8
1 Personal Greetings page 5-4
1 Change Regular Greeting page 5-9
1 Change External (no-answer) Greeting page 5-9
2 Change Internal (busy) Greeting page 5-9
Finished
2 Change Alternate Greeting page 5-10
3 Select Which Greeting Answers page 5-11
1 Regular Greetings page 5-11
2 Alternate Greeting page 5-11
Finished
2 Answering Mode page 5-11
4 Accept Messages page 5-11
6 Do Not Accept Messages page 5-11
Answer Telephone page 5-11
2 Do Not Answer Telephone page 5-11
3 Personal Referral Extension page 5-12
1 Change Referral Extension page 5-12
4 Keep Current Referral Extension page 5-12
4 Record Name page 5-13
1 Rerecord Name page 5-13
4 Keep Name page 5-13
Return to Home State
Note: Press 0 for help.

Using Personal Greetings

The PhoneMail system comes with a default system greeting. You can have the system play your own personal greeting instead to callers when the PhoneMail system answers your telephone.

Depending on your class of service (COS), callers cannot skip your alternate greeting. This allows you to record pertinent information or specific instructions in your alternate greeting if you are on vacation or an extended absence. Refer to "Changing Your Alternate Personal Greeting" on page 5-10 for more information.

Example Personal Greetings

In your personal greetings, encourage callers to leave detailed messages. You can then reply with the requested information or response. Tell callers that their messages are confidential and you are the only one who can listen to them. You can also use detailed personal greetings to keep your team up-to-date (if they have heard it before, they can skip over it). Following are example messages:

External Greeting

"You have reached the PhoneMail mailbox of Tim Marriott. I am here today but away from my desk or on the phone now. Please leave your name, number, and a detailed message. I will return your call as soon as I can. If after recording your message, you want to listen to it or re-record it, press star for instructions from the system. If you need to talk to someone right away, press zero, then pound. You will be transferred to Greg Anderson at extension 5700. In the future, you may press 1 to skip this greeting and begin recording your message."

Internal Greeting

"You have reached the PhoneMail mailbox of Tim Marriott. The next staff meeting is scheduled for Friday, June 3. With your help, we will surpass our goals for this month, before our company celebration on the 25th. Meanwhile, leave your name, number, and a detailed message. I will return your call by 4 p.m. today. If after recording your message, you want to listen to it or rerecord it, press star for instructions from the system. If you need to talk to someone right away, press zero, then pound. You will be transferred to Greg Anderson at extension 5700."

"Hello, this is Robin. I am in meetings all day today. Please leave a message and I will return your call as soon as I can. If you need to talk to someone now, press zero, then pound. You will be transferred to Mary Yetter, my secretary. Thank You."

No-Answer Greeting

"Hello, this is David Baker. Welcome to my PhoneMail mailbox. I am in the office today but away from my desk now. Please leave a detailed message and I will return your call as soon as I can. If after recording your message, you want to listen to it or rerecord it, press star for instructions from the system. If you need to talk to someone right away, press zero, then pound. You will be transferred to Greg Anderson at extension 5700. In the future, you may press 1 to skip this greeting and begin recording your message."

Busy Greeting

"Hello, this is Becky Escamilla. I am talking on the telephone. If you are calling from inside the company, press pound, then 1, to camp on[1] *to my extension. If you are calling from outside the company, please leave a detailed message at the tone. I will return your call as soon as I can. If you need to talk to someone now, press zero, then pound. You will be transferred to Mary Yetter, my secretary."*

Customer-Impact

The British Approvals Board for Telecommunications (BABT) requires personal greetings to include: the called name, the national code, and the called telephone number (city code plus 6-digit number: example, 0602-433895). Example greeting:

"You have reached the PhoneMail mailbox of Kevin Foley at 0602-433895. I am out of the office today, Wednesday, February 3rd. I will check this evening for messages. Please leave your name, number, and detailed message so I can call you back. If you prefer to talk to someone now, press zero, then hash. The PhoneMail system will transfer you to Elizabeth Arnett at extension 3950."

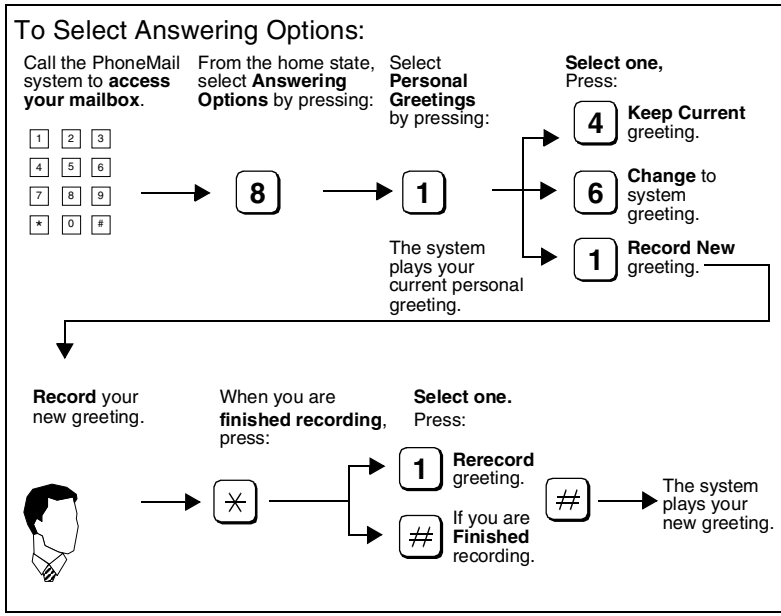
[1] The camp-on feature is available only if your PhoneMail system is integrated with a Siemens CBX or Hicom 300 E CS.

Extended Absence Greeting[2]

"Hello, this is Michael O'Reilly. I will be out of the office on medical leave through January 23. During my absence, please press zero, then pound at the end of this greeting. You will be transferred to Virginia Baily at extension 6400. Virginia is covering all project- and personnel-related issues during my absence. Thank you."

Using One Personal Greeting Systems

Recording Your Personal Greeting


To Select Answering Options:
Call the PhoneMail system to access your mailbox.
From the home state, select Answering Options by pressing:
Select Personal Greetings by pressing:
Select one, Press:
1 2 3
4 5 6
7 8 9
* 0 #
8
1
4 Keep Current greeting.
6 Change to system greeting.
1 Record New greeting.
The system plays your current personal greeting.
Record your new greeting.
When you are finished recording, press:
Select one. Press:
*
1 Rerecord greeting.
If you are Finished recording.
#
The system plays your new greeting.

[2] The extended-absence greeting feature is available depending on your COS. Ask your system administrator whether you have this feature.

Using Three Personal Greetings Systems

If you have a three personal greetings system, your system administrator will set up one of the following options for you:

- Internal / External
- Busy / Ring-No-Answer

With either of the above two options, you have three personal greetings: two regular personal greetings and one alternate personal greeting as follows:

Internal / External

- An *internal regular* greeting answers internal calls if you do not answer within 3 to 4 rings or if your line is busy.
- An *external regular* greeting answers external calls if you do not answer after 3 to 4 rings or if your line is busy.
- An *alternate* greeting can be activated to answer all calls whether internal or external. This is useful, for example, when you are out of the office for a few days.

Busy / Ring-No-Answer (RNA).

- A *busy* greeting answers all calls when you are on the telephone.
- A *ring-no-answer* greeting answers all calls when you do not answer the phone after 3 to 4 rings.
- An *alternate* greeting can be activated to answer all calls whether your telephone is busy or RNA. This is useful, for example, when you are out of the office for a few days.[3]

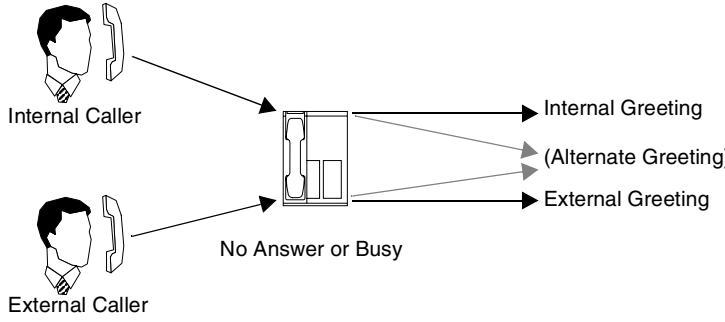
The two answering options and their messages types are shown on the next page: Internal / External (Figure 5-1 on page 5-8) or Busy / No-Answer (Figure 5-2 on page 5-8).

[3] Your system administrator determines if you have access to all three personal greetings.

Setting Up Internal / External Greetings

In Figure 5-1, if your telephone is *busy* or there is *no answer*, an internal caller hears your *internal* greeting (or *alternate* greeting); an external caller hears your *external* greeting (or *alternate* greeting). For instructions on how to use the *alternate* greeting, refer to "Changing Your Alternate Personal Greeting" on page 5-10**.**

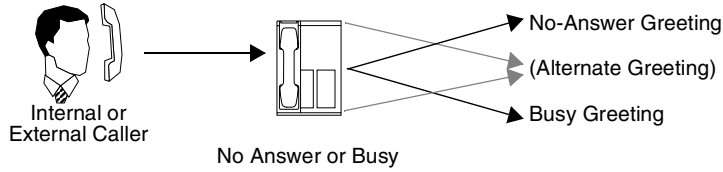
Figure 5-1. Internal / External Option



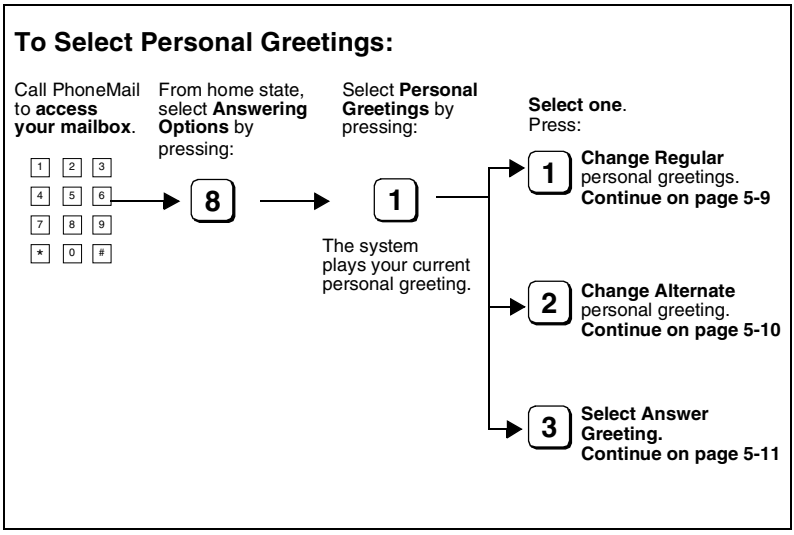
Setting Up Busy / No-Answer Greetings

In Figure 5-2, if your telephone is busy, both internal and external callers hear your *busy* greeting (or *alternate* greeting). If there is no answer, both internal and external callers hear your *no-answer* greeting (or *alternate* greeting). For instructions on how to use the *alternate* greeting, refer to "Changing Your Alternate Personal Greeting" on page 5-10**.**

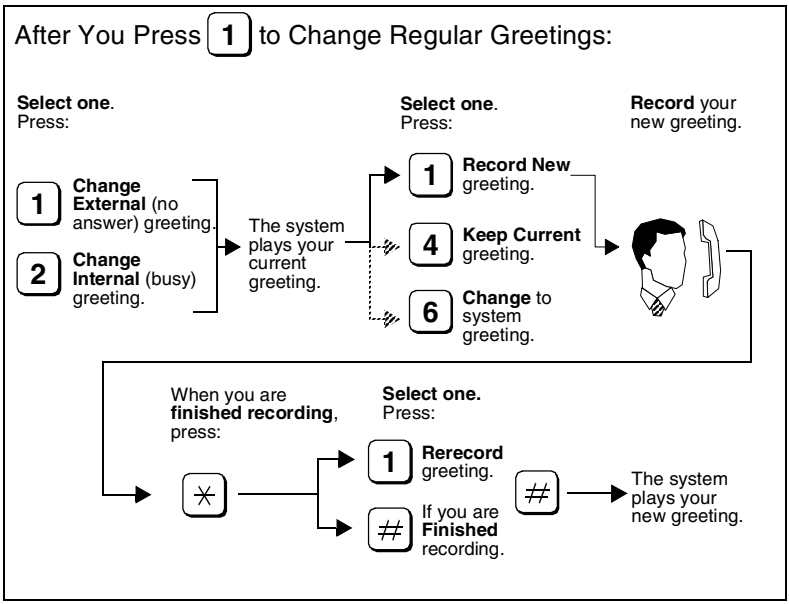
Figure 5-2. Busy / No-Answer Option



Using the Three Personal Greetings Feature

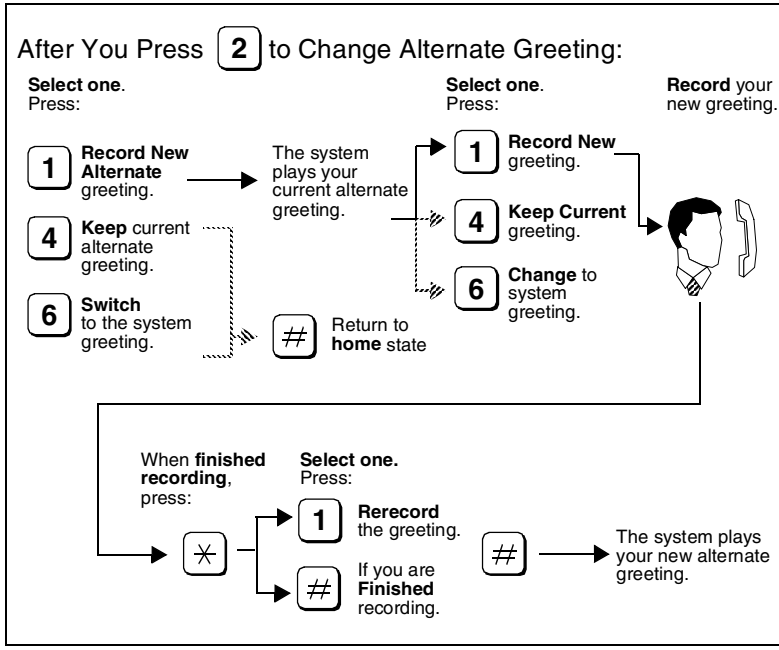

To Select Personal Greetings:
Call PhoneMail to access your mailbox.
From home state, select Answering Options by pressing:
8
Select Personal Greetings by pressing:
1
The system plays your current personal greeting.
Select one. Press:
1 Change Regular personal greetings. Continue on page 5-9
2 Change Alternate personal greeting. Continue on page 5-10
3 Select Answer Greeting. Continue on page 5-11

Changing Your Regular Personal Greetings


After You Press 1 to Change Regular Greetings:
Select one. Press:
1 Change External (no answer) greeting.
2 Change Internal (busy) greeting.
The system plays your current greeting.
Select one. Press:
1 Record New greeting.
4 Keep Current greeting.
6 Change to system greeting.
Record your new greeting.
When you are finished recording, press:
*
Select one. Press:
1 Rerecord greeting.
If you are Finished recording.
#
The system plays your new greeting.

Changing Your Alternate Personal Greeting

Your alternate greeting can substitute for your regular greetings when the PhoneMail system answers your telephone. Example: use the alternate greeting when you are out of your office. When you return, switch back to your regular greetings (refer to **"**"Selecting Your Personal Greetings" on page 5-11**"**).



Depending on your COS, callers cannot skip your alternate greeting[4]. The caller must wait for the entire greeting to play before recording a message or selecting another option. Use the alternate greeting when you are on vacation or during an extended absence.

[4] Ask your system administrator if you have this COS.

Selecting Your Personal Greetings

After you record your regular or alternate greetings, specify which greeting will answer your calls. (To select the default system greeting, refer to **"**"Changing Your Alternate Personal Greeting" on page 5-10.**"**)

After You Press **3** to Select Which Greeting Answers:

Select one.
Press:

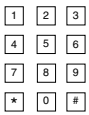
- **1** Set **Regular Personal Greetings** to answer your calls.
- **2** Set **Alternate Personal Greetings** to answer your calls.

Selecting Your Answering Mode

You can choose to have the PhoneMail system either answer or not answer your telephone. When it does answer your telephone, the system can then either accept or not accept messages for your voice mailbox.

To Select Answering Modes:

Call the PhoneMail system to **access your mailbox**.



From the home state, select **Answering Options** by pressing: **8**

Select **Answering Modes** by pressing: **2**

Select one.
Press:

- **4** Tell the system to **Accept** messages.
- **6** Tell the system to **Not Accept** messages

Select one.
Press:

- **#** Tell the system to **Answer** your telephone and play your personal greeting.* This option also lets callers transfer to your personal referral extension (must-answer extension).
- **2** Tell the system to **Not Answer** your telephone.

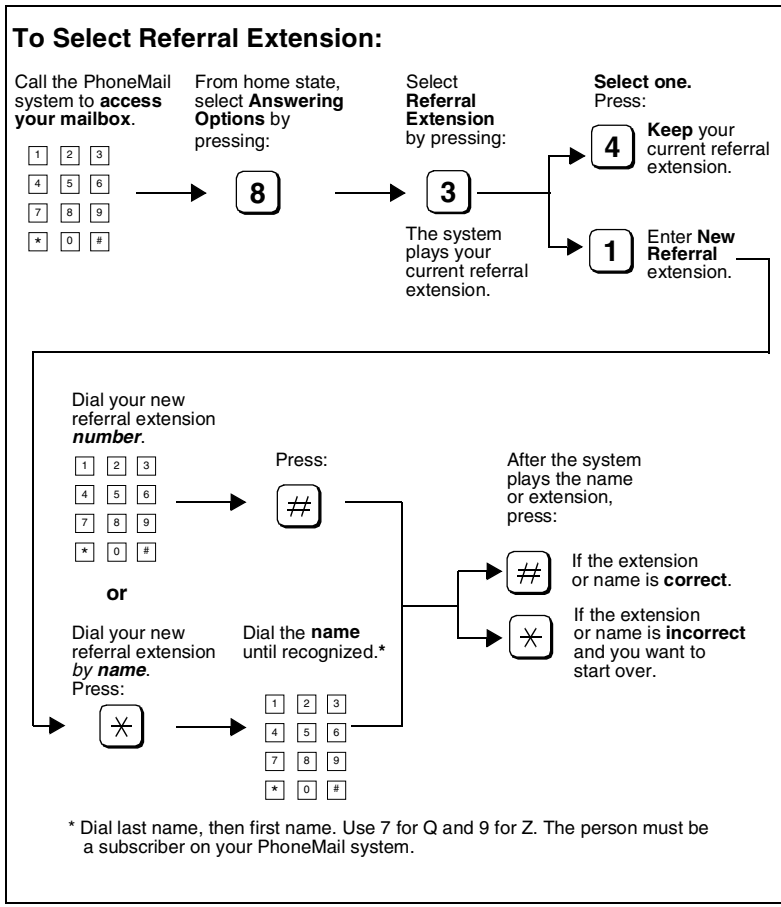
* Change your personal greeting to tell callers that the system is not accepting messages for you.

Changing Your Referral Extension

Sometimes callers want to talk to a person, either before or after leaving a PhoneMail message. Therefore, you should supply a referral (must-answer extension) in your personal greetings.

Note: Ask your system administrator if access to this feature is available.

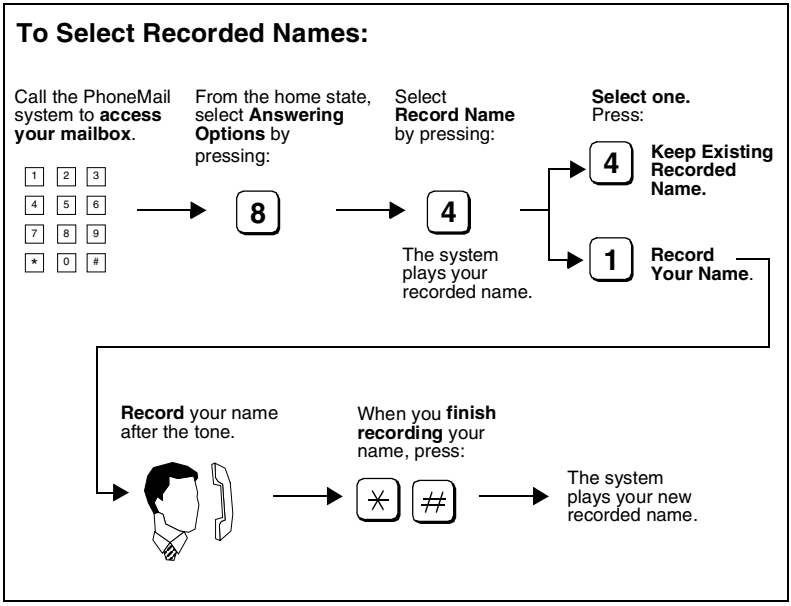
Callers transfer from the PhoneMail system to your referral extension by pressing 0 and #. External callers can transfer by remaining on the line.


To Select Referral Extension:
Call the PhoneMail system to access your mailbox.
From home state, select Answering Options by pressing:
8
Select Referral Extension by pressing:
3
The system plays your current referral extension.
Select one.
Press:
4
Keep your current referral extension.
1
Enter New Referral extension.
Dial your new referral extension number.
Press:
#
or
Dial your new referral extension by name.
Press:
*
Dial the name until recognized.*
After the system plays the name or extension, press:
#
If the extension or name is correct.
*
If the extension or name is incorrect and you want to start over.
* Dial last name, then first name. Use 7 for Q and 9 for Z. The person must be a subscriber on your PhoneMail system.

Recording Your Name for Your Mailbox

This feature lets you record your own name for use in your personal mailbox header. When an internal subscriber addresses a message to you, or receives a message from you, they hear your recorded name.

Note: Ask your system administrator if this feature is available to you.


To Select Recorded Names:
Call the PhoneMail system to access your mailbox.
From the home state, select Answering Options by pressing:
8
Select Record Name by pressing:
4
The system plays your recorded name.
Select one. Press:
4
Keep Existing Recorded Name.
1
Record Your Name.
Record your name after the tone.
When you finish recording your name, press:
*
#
The system plays your new recorded name.

Chapter 6 Mailbox Options

This chapter explains the Mailbox Options and how to:

- Set up your personal distribution lists.
- Set your prompt level.
- Set up your outcalling schedules.
- Set up your playback options.
- Set up your default language.[1]

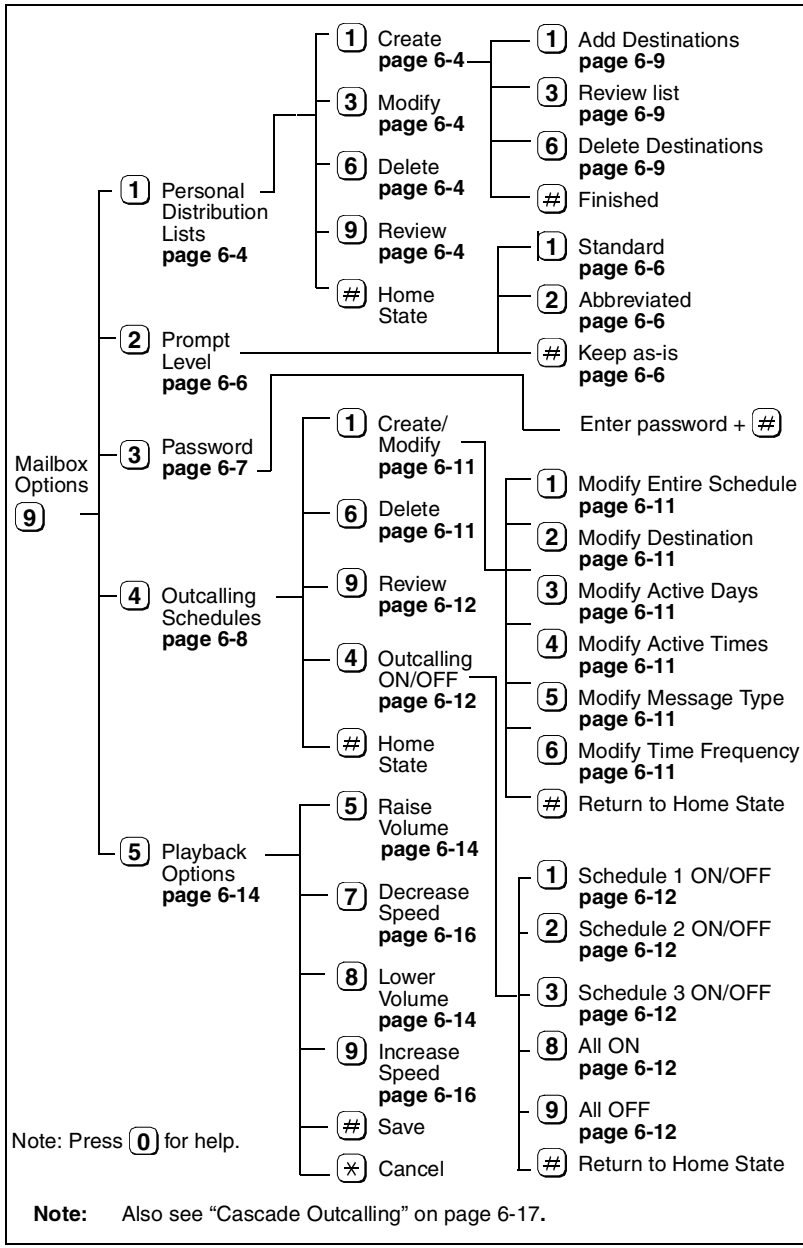
The *Mailbox Options Branch* on the next page shows the mailbox options explained in this chapter. The facing page shows two handy forms for keeping track of your personal distributions lists and your outcalling schedule.

By using the decision tree and the PhoneMail prompts, you can easily navigate the options when you no longer need this chapter's detailed instructions.

Table 6-1 on page 6-3 shows a form for writing down details of two personal distribution lists. Table 6-2 on page 6-3 shows a form for writing down details of three outcalling schedules. These forms are placed opposite of the decision tree for fast reference when using the tree; details on how to set up distribution lists and outcalling schedules come later in the chapter.

[1] Ask your system administrator if you have the multilingual feature.

The Mailbox Options Branch


Mailbox Options 9
1 Personal Distribution Lists page 6-4
1 Create page 6-4
1 Add Destinations page 6-9
3 Review list page 6-9
6 Delete Destinations page 6-9
Finished
3 Modify page 6-4
6 Delete page 6-4
9 Review page 6-4
Home State
2 Prompt Level page 6-6
1 Standard page 6-6
2 Abbreviated page 6-6
Keep as-is page 6-6
3 Password page 6-7
Enter password + #
4 Outcalling Schedules page 6-8
1 Create/ Modify page 6-11
1 Modify Entire Schedule page 6-11
2 Modify Destination page 6-11
3 Modify Active Days page 6-11
4 Modify Active Times page 6-11
5 Modify Message Type page 6-11
6 Modify Time Frequency page 6-11
Return to Home State
6 Delete page 6-11
9 Review page 6-12
4 Outcalling ON/OFF page 6-12
1 Schedule 1 ON/OFF page 6-12
2 Schedule 2 ON/OFF page 6-12
3 Schedule 3 ON/OFF page 6-12
8 All ON page 6-12
9 All OFF page 6-12
Return to Home State
Home State
5 Playback Options page 6-14
5 Raise Volume page 6-14
7 Decrease Speed page 6-16
8 Lower Volume page 6-14
9 Increase Speed page 6-16
Save
* Cancel
Note: Press 0 for help.

Note: Also see “Cascade Outcalling” on page 6-17.

Table 6-1. Personal Distribution Lists

List Number _____		List Number _____	
Name	**Extension**	**Name**	**Extension**
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

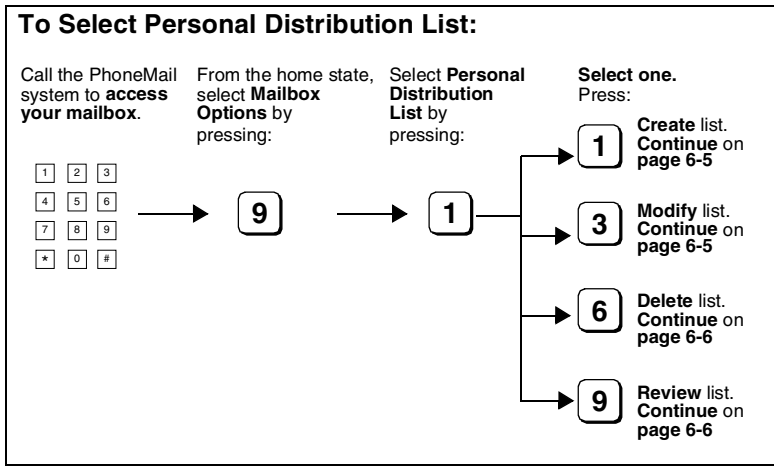
Table 6-2. Outcalling Schedule

Outcalling Information	**Schedule 1**	**Schedule 2**	**Schedule 3**
Destination			
Days active			
Start time for notification			
End time for notification			
Message trigger (urgent or all)			
Frequency of outcalls			
Schedule **ON**? (**Y/N**)			

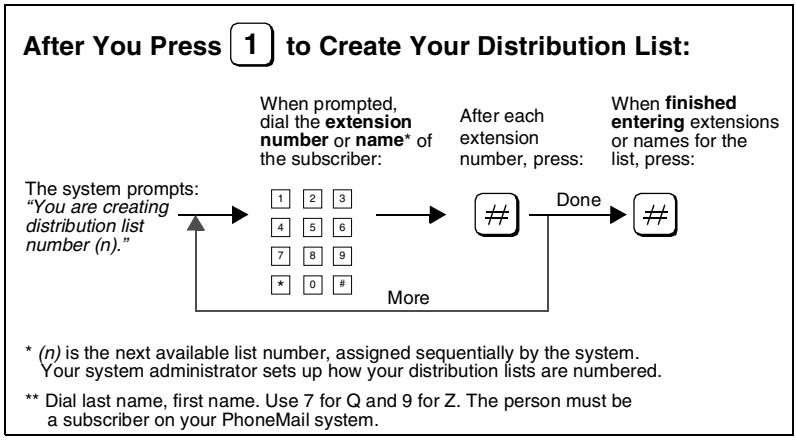
Using Personal Distribution Lists

You can create *personal* distribution lists so that you can send one message to many subscribers at the same time; each list can have up to 20 subscribers. You can create, modify, delete, or review your personal distribution lists at any time.

Tell your system administrator if you need more distribution lists or want system distribution lists for use by you and other subscribers.

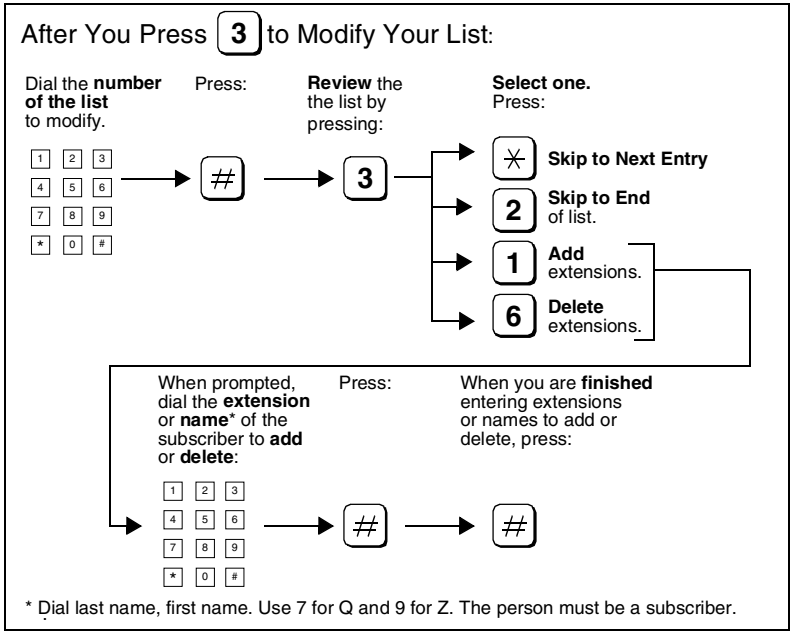


Creating Personal Distribution Lists

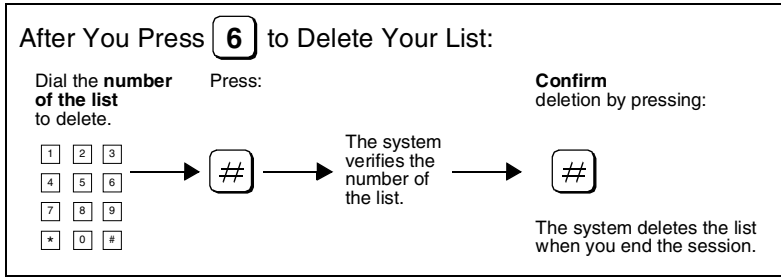

After You Press 1 to Create Your Distribution List:
When prompted, dial the extension number or name* of the subscriber:
After each extension number, press:
When finished entering extensions or names for the list, press:
The system prompts: "You are creating distribution list number (n)."
1 2 3
4 5 6
7 8 9
* 0 #
#
Done
#
More
* (n) is the next available list number, assigned sequentially by the system. Your system administrator sets up how your distribution lists are numbered.
** Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber on your PhoneMail system.

Use Table 6-1 on page 6-3 to keep track of your personal distribution lists.

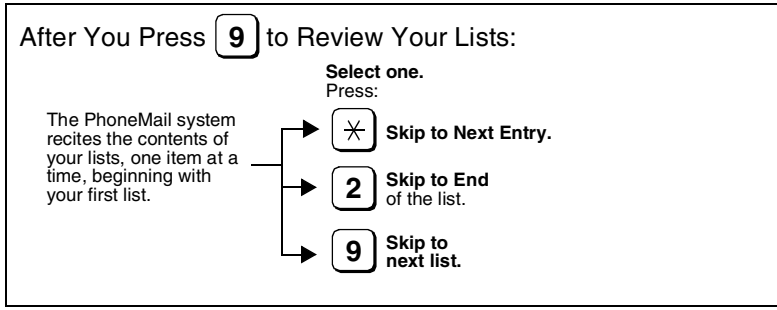
Modifying Personal Distribution Lists


After You Press 3 to Modify Your List:
Dial the number of the list to modify.
Press:
Review the the list by pressing:
Select one. Press:
1 2 3
4 5 6
7 8 9
* 0 #
#
3
*
Skip to Next Entry
2
Skip to End of list.
1
Add extensions.
6
Delete extensions.
When prompted, dial the extension or name* of the subscriber to add or delete:
Press:
When you are finished entering extensions or names to add or delete, press:
1 2 3
4 5 6
7 8 9
* 0 #
#
#
* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber.

Deleting Personal Distribution Lists

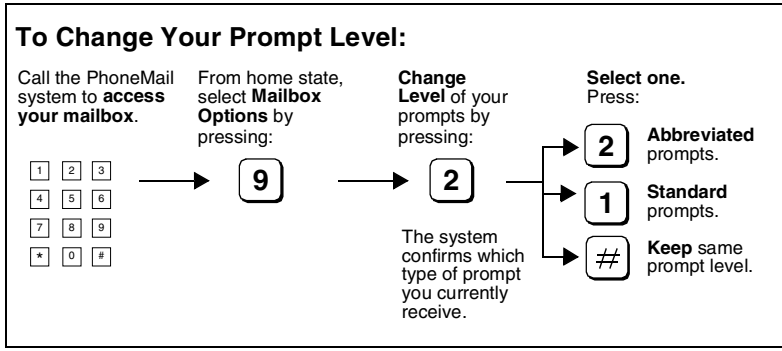

After You Press 6 to Delete Your List:
Dial the number of the list to delete.
Press:
The system verifies the number of the list.
Confirm deletion by pressing:
The system deletes the list when you end the session.

Reviewing Personal Distribution Lists


After You Press 9 to Review Your Lists:
Select one.
Press:
The PhoneMail system recites the contents of your lists, one item at a time, beginning with your first list.
Skip to Next Entry.
Skip to End of the list.
Skip to next list.

Changing Your Prompt Level

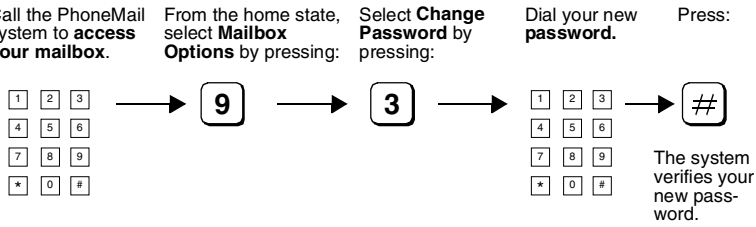
New PhoneMail subscribers receive standard, descriptive PhoneMail instructions (prompts). When you become more familiar with the system, you can choose abbreviated prompts.


To Change Your Prompt Level:
Call the PhoneMail system to access your mailbox.
From home state, select Mailbox Options by pressing:
Change Level of your prompts by pressing:
Select one.
Press:
Abbreviated prompts.
Standard prompts.
Keep same prompt level.
The system confirms which type of prompt you currently receive.

Changing Your Password

Your system administrator can set a minimum password length to increase PhoneMail security. You cannot have a password shorter than the specified length. Maximum password length is 24 digits.

To Change Your Password:


Call the PhoneMail system to **access your mailbox**.
From the home state, select **Mailbox Options** by pressing:
Select **Change Password** by pressing:
Dial your new **password.**
Press:
9
3
#
The system verifies your new password.

Forced Password Expiration

PhoneMail can be configured to force passwords to be changed after a set period of time.[2] When you enter a password, it is given a maximum time period for which it is valid. At a predetermined time before your password expires, you will be warned when you log on that your password will expire in *n* number of days. When your password expiration date has passed, you will be required to change your password the next time you log on.

Trivial Password Rejection

Passwords can be disallowed by the system if they appear to be trivial or easily guessed by an outsider. Trivial passwords include those that are:

- Already in use
- Previously used
- All the same digit
- Digits ascending or descending in sequence
- Identical to the mailbox number

[2] Ask your system administrator if you have the forced password expiration feature.

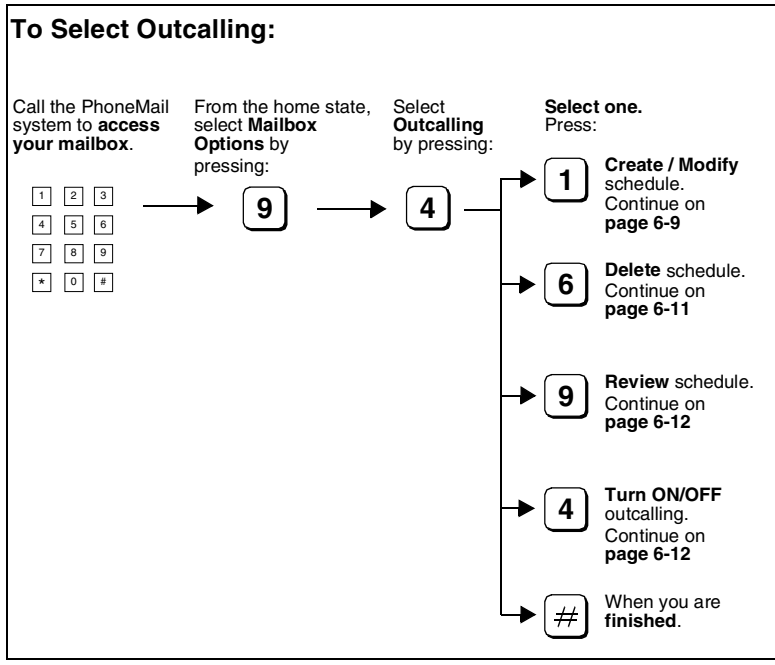
Using Outcalling

Use the outcalling feature to have the PhoneMail system notify you, at a predefined telephone or pager, that you have messages waiting in your mailbox. Before outcalling can work, you must create a schedule to tell the system when to notify you. You can create up to three schedules.

You must also tell the system to notify you when any message, or just urgent messages, are received.

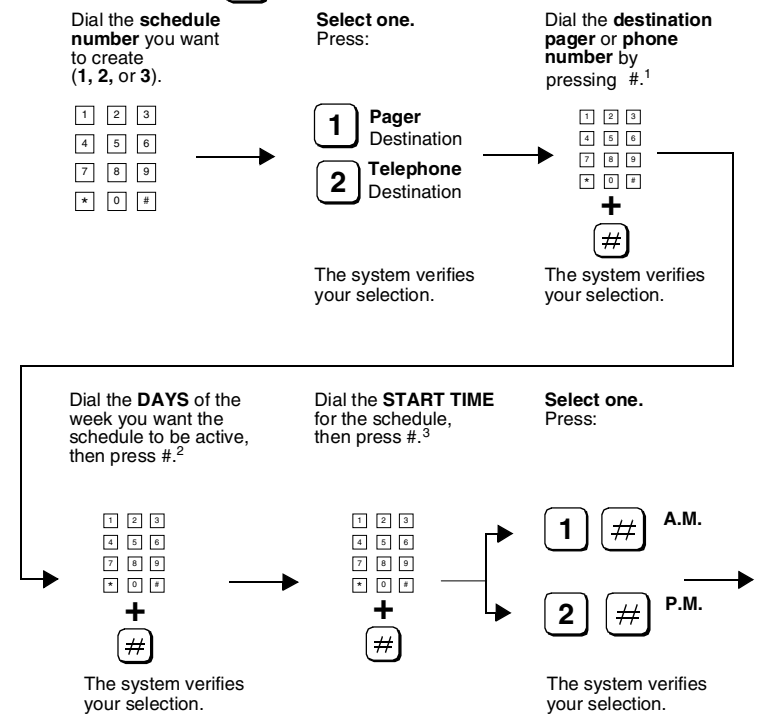
Ask your system administrator if outcalling is available to you.

Note: The following tree is for non-cascade outcalling; for information on cascade outcalling, refer to "Cascade Outcalling" on page 6-17.



Creating an Outcalling Schedule

After You Press 1 to Create a Schedule: (from page 6-8)


Dial the **schedule number** you want to create (**1, 2,** or **3**).
Select one. Press:
1 **Pager** Destination
2 **Telephone** Destination
The system verifies your selection.
Dial the **destination pager** or **phone number** by pressing #.[1]
The system verifies your selection.
Dial the **DAYS** of the week you want the schedule to be active, then press #.[2]
The system verifies your selection.
Dial the **START TIME** for the schedule, then press #.[3]
Select one. Press:
1 # **A.M.**
2 # **P.M.**
The system verifies your selection.

[1] **Note:** For telephone calls to the public network, include the external access code (for example, 9) in the destination telephone number. If you are using an internal paging system, use the pager ID code.

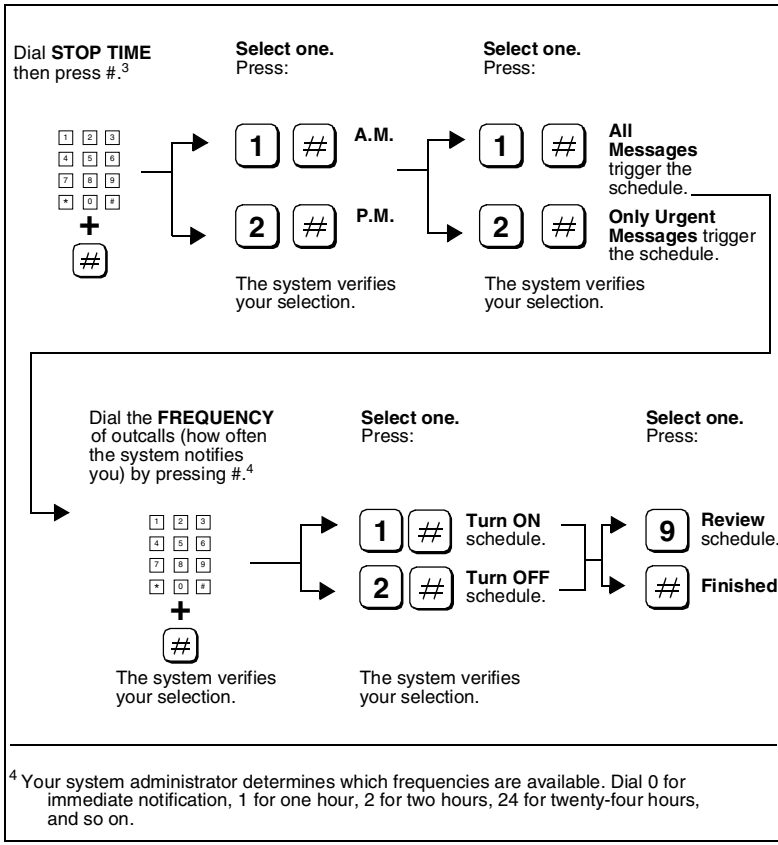
United Kingdom Note: In the United Kingdom, you should not use the outcalling feature to place calls to public emergency authorities (police or fire brigade) or to the British Telecom emergency (999) service.

[2] **DAYS:** Press 1–7 for Monday through Sunday (you can choose more than one day), 8 for Monday through Friday.

[3] **TIME:** If your system uses a 12-hour clock, dial 100 for 1 o'clock through 1200 for 12 o'clock. The PhoneMail system then prompts you to press 1 for a.m. or 2 for p.m. To select current time, press #.

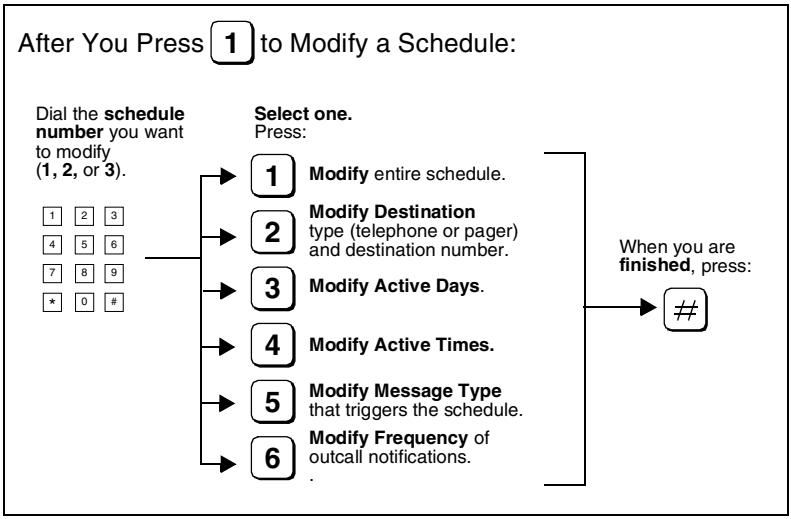
If your system uses a 24-hour clock, dial 100 (1 a.m.) through 2300 (11 p.m.), 0000 for Midnight. To select current time, press #.

Creating an Outcalling Schedule (continued)



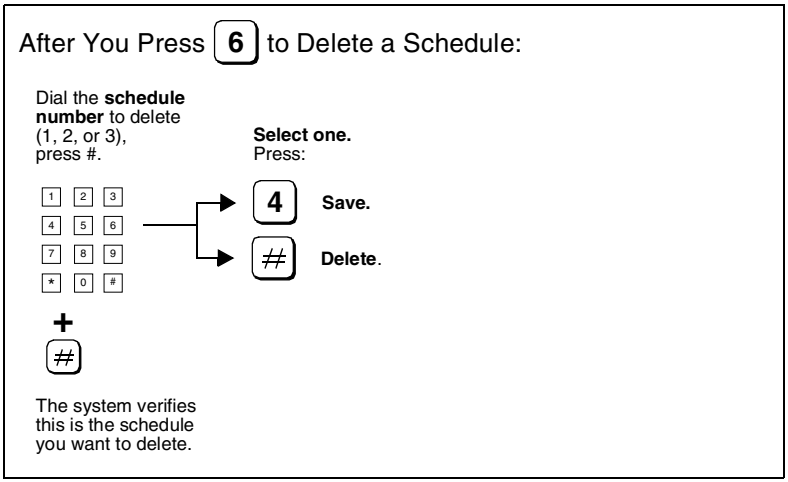
[4] Your system administrator determines which frequencies are available. Dial 0 for immediate notification, 1 for one hour, 2 for two hours, 24 for twenty-four hours, and so on.

Modifying an Outcalling Schedule

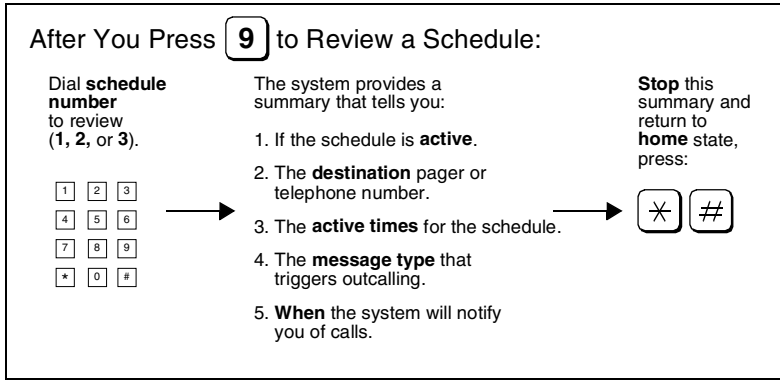

After You Press 1 to Modify a Schedule:
Dial the schedule number you want to modify (1, 2, or 3).
1 2 3
4 5 6
7 8 9
* 0 #
Select one.
Press:
1 Modify entire schedule.
2 Modify Destination type (telephone or pager) and destination number.
3 Modify Active Days.
4 Modify Active Times.
5 Modify Message Type that triggers the schedule.
6 Modify Frequency of outcall notifications.
When you are finished, press:
#

Note: For scheduling *cascade* outcalling (on some systems), you are allowed up to five destinations.

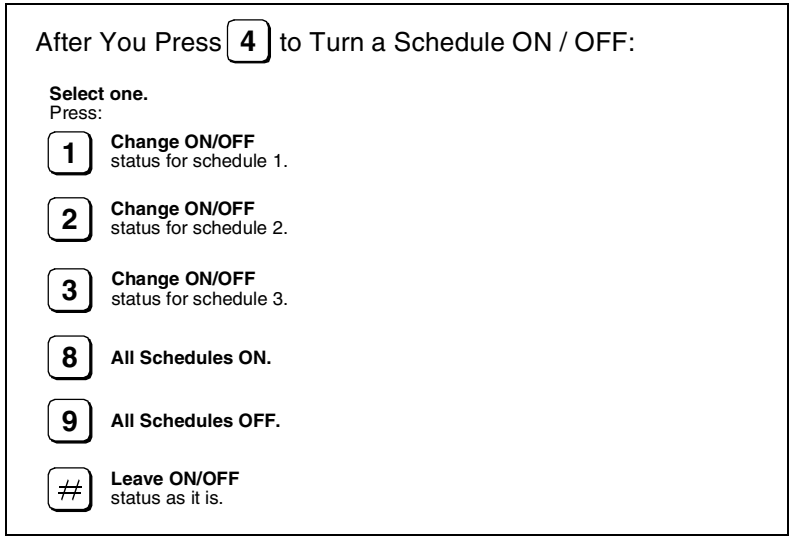
Deleting an Outcalling Schedule


After You Press 6 to Delete a Schedule:
Dial the schedule number to delete (1, 2, or 3), press #.
1 2 3
4 5 6
7 8 9
* 0 #
+
#
The system verifies this is the schedule you want to delete.
Select one.
Press:
4 Save.
Delete.

Reviewing an Outcalling Schedule


After You Press 9 to Review a Schedule:
Dial schedule number to review (1, 2, or 3).
1 2 3
4 5 6
7 8 9
* 0 #
The system provides a summary that tells you:
1. If the schedule is active.
2. The destination pager or telephone number.
3. The active times for the schedule.
4. The message type that triggers outcalling.
5. When the system will notify you of calls.
Stop this summary and return to home state, press:
* #

Turning an Outcalling Schedule On or Off


After You Press 4 to Turn a Schedule ON / OFF:
Select one.
Press:
1 Change ON/OFF status for schedule 1.
2 Change ON/OFF status for schedule 2.
3 Change ON/OFF status for schedule 3.
8 All Schedules ON.
9 All Schedules OFF.
Leave ON/OFF status as it is.

Receiving Outcalls at a Telephone

When an outcalling notice is triggered, the PhoneMail system places a call to the destination telephone or pager. When the system detects that the destination telephone has answered, it prompts:

> *"Hello, this is the PhoneMail voice messaging system with a message for <name>."*

Note: You should always record your name if you have outcalling to a telephone.

The PhoneMail system then plays a series of prompts telling the called party how to treat the call:

> *"If you need to transfer this call, press 1. To repeat and spell the name, press 2. If you would please inform <name> that PhoneMail called, press 3. If <name> cannot be reached at this number and you would like to prevent future calls, press 4. To retrieve the message, press 5."*

- If you press 1, the PhoneMail system prompts you to transfer the call. This outcall transfer option is available only for outcalls to external (off-site) destinations. The PhoneMail system treats outcalling destinations without the external access prefix (for example, 9) as internal calls. The outcall transfer option assumes your host telephone system has transfer capability. Ask your system administrator if the outcall transfer option is available to you.
- If you press 2, the PhoneMail system repeats and spells the message recipient's name. It then repeats the options.
- If you press 3, you can take a message. The PhoneMail system prompts:

  > *"Please inform <name> that the PhoneMail system called. Thank you."*

  If you choose this option, the PhoneMail system assumes that the outcall was successful. The PhoneMail system does not retry the outcall for that message.
- If you press 4, you can prevent future outcalls. The PhoneMail system turns OFF the outcalling schedule that was triggered for this number. The system does not activate this schedule until you turn it back ON.

- If you press 5, the PhoneMail system retrieves the message. The system places you in the direct access state, where you need to dial your password.

Using Playback Options

You can change the audio volume of both prompts and messages you receive. You can change the speed that messages (but not prompts) play.

Adjusting Message Volume

The PhoneMail system has five volume levels. Your system administrator sets the default volume. You can adjust the volume two ways:

- You can *temporarily* adjust the message volume for the current PhoneMail session. When you end the session, the volume returns to the system's default volume, or to your own default volume (if you specified one).
- You can *permanently* adjust the volume by setting a default volume for all your PhoneMail sessions (can be re-adjusted).

Note: Ask your system administrator if this feature is available to you.

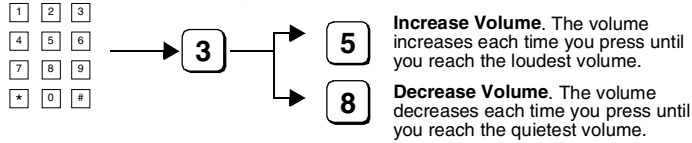
Changing Volume Temporarily

To Change Volume *Temporarily*:

Call the PhoneMail system to **access your mailbox.**

From the home state, select **Listen** by pressing:

The system plays your messages. **Select one.** Press:



Increase Volume. The volume increases each time you press until you reach the loudest volume.

Decrease Volume. The volume decreases each time you press until you reach the quietest volume.

Changing Volume Permanently

To Change Personal Default Volume:

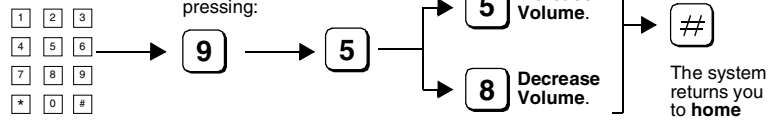
Call the PhoneMail system to **access your mailbox.**

From the home state, select **Mailbox Options** by pressing:

Change Playback Control by pressing:

Select one. Press:

Save your changes, press:



The system returns you to **home state.**

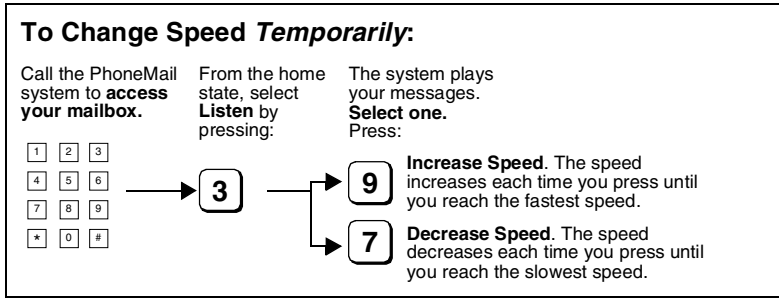
Adjusting Message Speed

The PhoneMail system has eight message playback speeds. Your system administrator sets a default speed for all messages. You can adjust the speed using one of two methods:

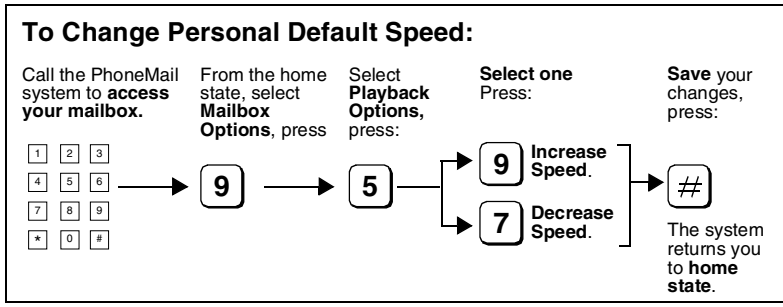
- You can *temporarily* adjust the speed for the current session during message playback. (This does not adjust speed of PhoneMail prompts.) When you end the session, the speed returns to the system's default speed or to your own default speed (if you specified one).
- You can *permanently* adjust the speed by setting a default speed for all your PhoneMail sessions (can be re-adjusted).

Note: Ask your system administrator if this feature is available to you.

Changing Speed Temporarily


To Change Speed *Temporarily*:
Call the PhoneMail system to **access your mailbox.**
From the home state, select **Listen** by pressing:
The system plays your messages. **Select one.** Press:
1 2 3 4 5 6 7 8 9 * 0 #
3
9
Increase Speed. The speed increases each time you press until you reach the fastest speed.
7
Decrease Speed. The speed decreases each time you press until you reach the slowest speed.

Changing Speed Permanently


To Change Personal Default Speed:
Call the PhoneMail system to **access your mailbox.**
From the home state, select **Mailbox Options**, press
Select **Playback Options,** press:
Select one Press:
Save your changes, press:
1 2 3 4 5 6 7 8 9 * 0 #
9
5
9 **Increase Speed.**
7 **Decrease Speed.**
#
The system returns you to **home state**.

Cascade Outcalling

Cascade outcalling permits you to predefine up to five cascade outcalling destinations. The system automatically calls destinations in sequence, one at a time, until a successful outcall occurs or until there are no more destinations.

Each outcall schedule can be expanded to up to five destinations.

Repeated Outcalling to a Pager

With this feature, calls to pagers are repeated until you access your mailbox, or when the maximum number of retries has been done for your pager. Outcalls continue to the next destination (if any) according to the schedule and parameters in place.

Chapter 7 Disconnect/ Transfer Out

This chapter explains the Disconnect/Transfer Out Options and how to:

- Transfer out of PhoneMail.
- Disconnect from PhoneMail.
- Transfer to a fax server.
- Set up your playback options.

The “The Disconnect/Transfer Out Branch” on page 7-2 shows the options explained in this chapter.

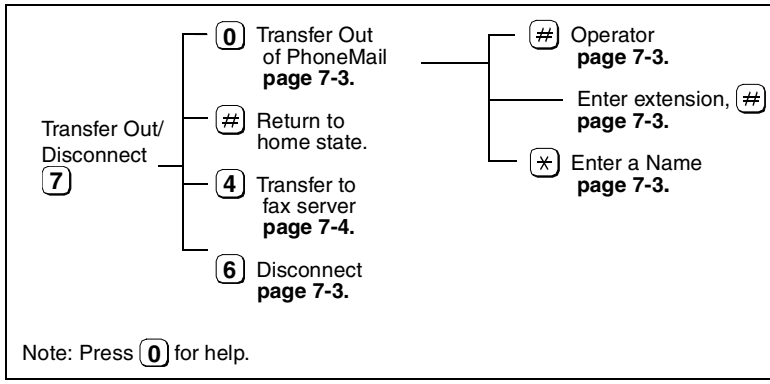
By using the decision tree and the PhoneMail prompts, you can easily navigate the options when you no longer need this chapter’s detailed instructions.

There are three ways to leave the PhoneMail system:

- **Hang up**. After you hang up, the PhoneMail system completes any instructions you gave. If you hang up while listening to or recording a message, the PhoneMail system keeps that message in your mailbox. refer to “Message Queues” on page 1-8 for more information.
- **Transfer to the operator, another extension, or to a fax server**. This feature lets you talk to someone immediately after listening to your PhoneMail messages or transfer to fax server.
- **Disconnect** by selecting a PhoneMail menu item.

The Disconnect/Transfer Out Branch

The following PhoneMail decision tree shows the structure of the options within the disconnect/transfer out branch explained in this chapter.


Transfer Out/
Disconnect
7
0 Transfer Out of PhoneMail page 7-3.
Return to home state.
4 Transfer to fax server page 7-4.
6 Disconnect page 7-3.
Operator page 7-3.
Enter extension, # page 7-3.
* Enter a Name page 7-3.
Note: Press 0 for help.

Disconnecting From the PhoneMail System

To Disconnect While in Home State:

Select **Transfer Out/ Disconnect** by pressing: 7 → **Disconnect** by pressing: 6

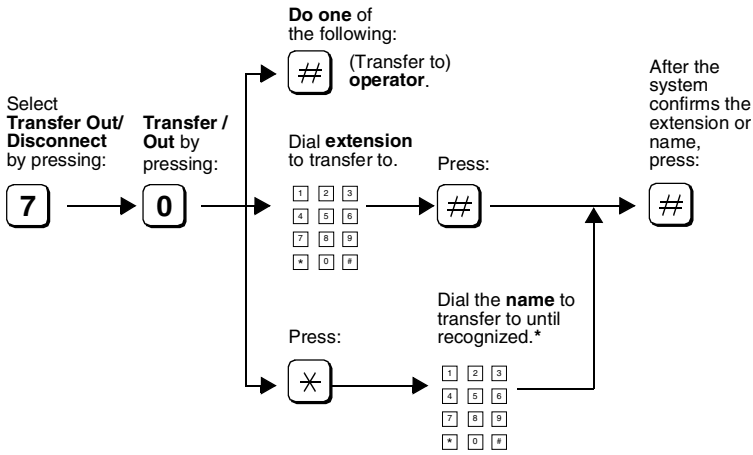
To Disconnect While Recording:

STOP current message by pressing: ✳ → Select **Transfer Out/ Disconnect** by pressing: 7 → **Disconnect** by pressing: 6

Transferring Out of the PhoneMail System

You can transfer out of the PhoneMail system to the operator or to another extension.

To Transfer Out of the PhoneMail System:


Select Transfer Out/ Disconnect by pressing: 7
Transfer / Out by pressing: 0
Do one of the following:
(Transfer to) operator.
Dial extension to transfer to.
Press: #
After the system confirms the extension or name, press: #
Press: ✳
Dial the name to transfer to until recognized.*

* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber.

Transferring to a Fax Server

The transfer-to-fax server feature lets subscribers access their fax messages by transferring to a fax server access number (defined in the subscriber's class of service).

To Transfer to a Fax Server:

Select
Transfer Out/
Disconnect
by pressing:

Chapter 8 Features for Callers

Summary of Features for Callers

This chapter describes how callers can leave messages for PhoneMail subscribers. It also describes features they can use after their calls are forwarded into the PhoneMail system.

Tell your callers they can:

- Leave a message for you three ways (see "Leaving Messages for PhoneMail Subscribers" on page 8-2):
  1. Their call can be answered by the PhoneMail system.
  2. They can be transferred into your mailbox by a third party.
  3. They can access your mailbox and leave messages without ringing your telephone (using the guest or the telecommunications device for the deaf [TDD] access number).
- Skip personal greetings (see "Skipping Personal Greetings" on page 8-3).
- Replay or re-record a message (see "Replaying Messages While Recording" on page 8-4).
- Cancel message delivery (see "Canceling Message Delivery or Re-recording a Message" on page 8-4).
- Leave urgent messages (see "Leaving Urgent Messages for Subscribers" on page 8-5).
- Transfer out of the PhoneMail system (see "Transferring Out of the PhoneMail System" on page 8-5).
- Camp on to a busy extension (see "Camping On to a Busy Extension" on page 8-6).

  Note: Ask your system administrator if the camp on feature is available.

- Select a language, if the multilingual feature is available.

Note: The caller *must* know to press * to *replay* a recorded message, *cancel delivery*, *re-record*, or *mark urgent*; otherwise the system will not offer these options.

Leaving Messages for PhoneMail Subscribers

A caller can leave a message for a PhoneMail subscriber the following ways:

- Their call can be answered by the PhoneMail system.

  Usually, a caller dials a telephone number to talk to the subscriber. If the telephone is busy or unattended, or if the subscriber's telephone is *system-* or *station-forwarded* to the system, the system answers the call. The caller hears the subscriber's greeting and can leave a message.

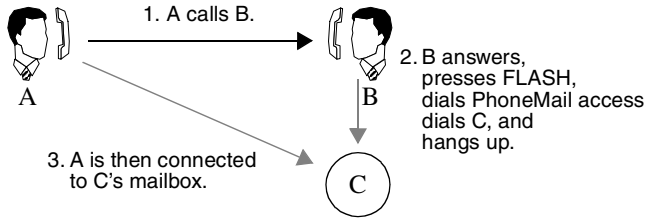
- Callers can be transferred to another mailbox.

  Caller A, upon reaching B, can be transferred (by B) to C's mailbox, depending on the system capabilities.

  B presses FLASH, dials PhoneMail access, then dials C by extension number or name.

  When B hangs up, Caller A is transferred automatically to C's mailbox.

  Caller A can then listen to C's personal greeting and leave a message.



Note: Ask your system administrator for the access number for transferring callers to the PhoneMail system.

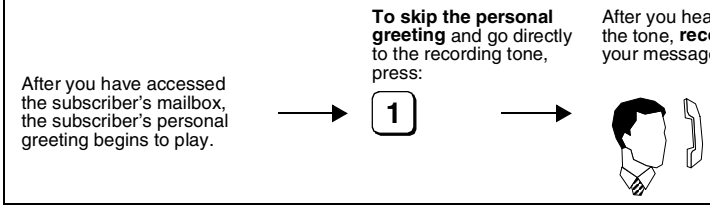
- Callers can access a mailbox directly, without ringing the subscriber's telephone, then leave messages (using a guest or TDD access number).

  The system prompts the caller to dial the subscriber's extension or name. The caller then hears the subscriber's greeting and leaves a message.

  Callers using a guest access number must use a touch-tone telephone. When using TDD access, a caller must use a touch-tone telephone and a TDD.

Skipping Personal Greetings

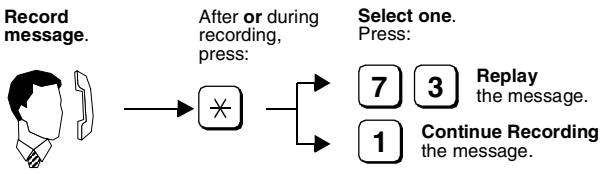
To Skip a Personal Greeting:


After you have accessed the subscriber's mailbox, the subscriber's personal greeting begins to play.
To skip the personal greeting and go directly to the recording tone, press:
1
After you hear the tone, record your message.

Note: Depending on the subscriber's class of service (COS), you cannot skip some greetings. You must wait for the greeting to play entirely before leaving a message.

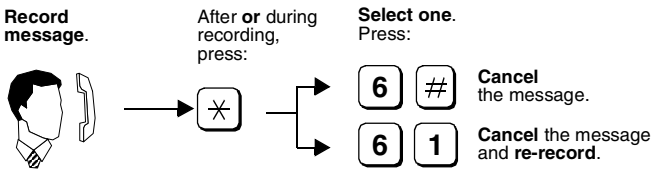
Replaying Messages While Recording

To Replay a Message You Are Recording:



Canceling Message Delivery or Re-recording a Message

To Cancel or Re-record a Message:



Leaving Urgent Messages for Subscribers

An urgent message is delivered to the top of the receiver's message queue.

To Mark a Message Urgent:

Record message.

After recording, press: * #

Select one. Press:

- 3 Mark **Urgent**.
- # **Continue without marking** the message.

Transferring Out of the PhoneMail System

Callers can press 0 to transfer to the operator, to another extension, or to a personal referral extension (if specified). They do this during or after the personal greeting, or while leaving a message.

To Transfer Out of the PhoneMail System:

Transfer Out, press: 0

Do one of the following:

- # Transfer to a **personal referral extension**.
- Dial the **extension** to transfer to. (1 2 3 / 4 5 6 / 7 8 9 / * 0 #) → Press: # → After the system confirms the extension or name, press: #
- Press: * → Dial the **name** to transfer to until recognized.* (1 2 3 / 4 5 6 / 7 8 9 / * 0 #) → After the system confirms the extension or name, press: #
- 0 # Transfer to **operator**.

* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber on this PhoneMail system.

Note: Ask your system administrator if this feature is available.

Camping On to a Busy Extension

Sometimes an internal caller on a ROLMphone telephone system calls a subscriber and gets forwarded to the system because the line is busy. On some Siemens systems, the caller can *camp on to* the subscriber's line. This is useful when a caller needs to talk to a subscriber immediately instead of leaving a message.

To Camp On to a Subscriber's Line:

After the system answers your call and you **hear the personal greeting**, press:

Hang up your telephone.

When both parties are available, **their telephones ring automatically** to complete the call.

Note: This feature is available to internal callers who have PhoneMail systems integrated with Siemens 9751 CBX or Hicom 300 E CS systems only.

Chapter 9 PhoneMail System Options

The PIE Option

PhoneMail Information Exchange (PIE)[1] supplies message notification between the PhoneMail system and host computer systems:

- When you receive text messages on your computer system, you are notified through the PhoneMail system's message waiting indicators. When you listen to your messages, you hear the voice prompt:

  "You have new text messages as of <time and date of the last text message received>. You have <n> new PhoneMail messages."

- Similarly, when you receive voice messages, you are notified with an indicator on your computer system.

PhoneMail Network and AMIS Analog Networking Options

Your PhoneMail system may have one or both of the following networking options[2] that let you send and forward messages to, and answer messages from, other voice-messaging subscribers:

- The PhoneMail network option permits voice messaging among predefined PhoneMail systems of an organization. The systems can group messages for delivery at off-peak hours.
- The PhoneMail audio messaging interchange specification (AMIS) Analog networking option permits voice messaging between your PhoneMail system and any other voice-processing systems that support AMIS Analog networking. Ask your system administrator if this option is installed.

These networking options do not change local PhoneMail messaging.

[1] Ask your system administrator if the PIE option is installed.

[2] Your system administrator decides which subscribers may use these networking options. Ask your system administrator if these options are installed.

Addressing PhoneMail Network Messages

To send messages to other PhoneMail subscribers in the PhoneMail network, you must know the addressing plan. Check with your system administrator for the addressing plan.

Check with your system administrator if you are unable to address a network message to a remote subscriber by name. Your system administrator determines which, if any, remote subscribers can be addressed by name.

Delivery Options for PhoneMail Network Messages

Note: This section does not apply to AMIS Analog messages.

PhoneMail systems with the PhoneMail network option offer two types of message delivery, *regular* and *special* (expedited).

- With *regular* delivery, the PhoneMail system groups messages and sends them at scheduled times set by your system administrator.
- With *special* delivery, the PhoneMail system attempts to deliver the message as soon as possible, usually within 2 to 10 minutes. Delivery can take longer than 10 minutes if network lines are not available or if all PhoneMail channels are busy.

Note: Use regular delivery whenever possible to reduce communications costs.

Addressing AMIS Analog Messages

To use the AMIS Analog networking feature, you must know the addressing plan to send messages to other voice-processing subscribers. Check with your system administrator to learn the AMIS Analog addressing plan for your local system.

Customer-Impact

In the United Kingdom, ensure that network, AMIS public switched telephone network (PSTN), and tie line telephone numbers are not published in the telephone directories issued by the public network company.

Recording and Sending a PhoneMail Network Message

To Record and Send a PhoneMail Network Message:

Call the PhoneMail system to **access your mailbox**.

From the home state, select **Record** by pressing: **1**

After you hear the tone, **record your message**.

When you are **finished** recording, press: * #

Dial the PhoneMail **network address**.

Press: #

After the system confirms the correct address, press: #

Address by **number**:

or

Address by **name**:

Press: *

Dial the **name** of the remote subscriber until recognized.*

After the system confirms the correct extension, press:** #

Select one. Press:

- # **Regular** delivery.
- 3 **Special** delivery. → For **Urgent** delivery, press: 3 This expedites network message transmission.
- 6 **Cancel** message.

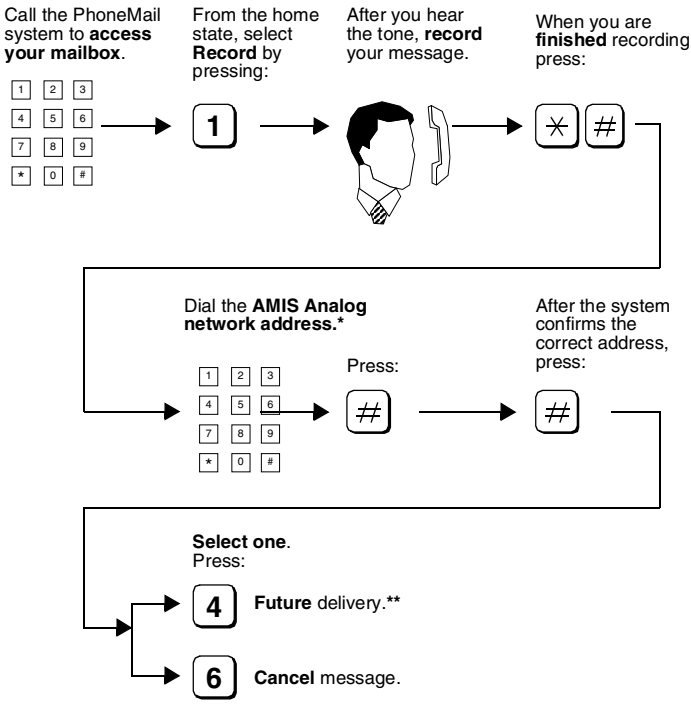
For more on recording messages, refer to “Recording or Re-recording Messages” on page 4-4.

* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a subscriber on the remote system.

** If the last and first names are not recognized as unique, press the star key. The system then asks you to choose from a list of names matching the one you dialed. After you choose, the system verifies your entry. Check with your system administrator if you cannot address a remote subscriber by name.

Recording and Sending an AMIS Analog Networking Message

To Record and Send an AMIS Analog Networking Message:


Call the PhoneMail system to **access your mailbox**.
From the home state, select **Record** by pressing:
After you hear the tone, **record** your message.
When you are **finished** recording, press:
Dial the **AMIS Analog network address.***
Press:
After the system confirms the correct address, press:
Select one.
Press:
Future delivery.**
Cancel message.

For more on recording messages, refer to "Recording or Re-recording Messages" on page 4-4.

* Messages to remote AMIS Analog network sites cannot be addressed by name.

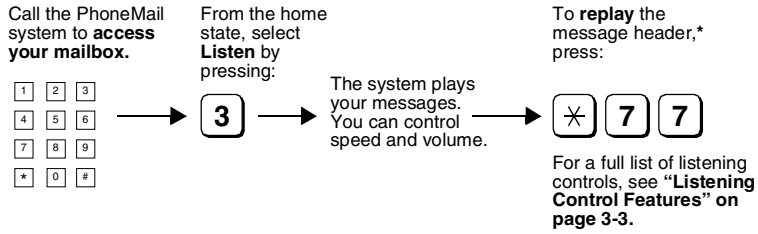
** Future delivery is the only special delivery option for AMIS Analog messages. For more on sending future delivery messages, refer to "Future Delivery Options" on page 4-7.

Listening to PhoneMail Network or AMIS Analog Messages

Listen to PhoneMail network or AMIS Analog messages the same way you listen to local messages.

The message header tells you the sender's network address and possibly the sender's name and site location (the header does not include the remote subscriber's name for AMIS Analog messages).

To Listen to PhoneMail Network and AMIS Analog Messages:


Call the PhoneMail system to **access your mailbox.**
1 2 3
4 5 6
7 8 9
* 0 #
From the home state, select **Listen** by pressing:
3
The system plays your messages. You can control speed and volume.
To **replay** the message header,* press:
* 7 7
For a full list of listening controls, see **"Listening Control Features" on page 3-3.**

*You can replay the message header to find out when a PhoneMail network message was created (the time is adjusted to your local time).

(For AMIS Analog messages you can only hear when the message was received, not when it was created.)

Using Other PhoneMail Network and AMIS Analog Features

Other PhoneMail network and AMIS Analog features let you use the following services the same as for standard PhoneMail messages. You can:

- Automatically answer a message sent to you (refer to "Answering a Message Directly to a Sender's Mailbox" on page 3-6).
- Forward any message, except those marked private (refer to "Forwarding a Message" on page 3-7).
- Include PhoneMail network and AMIS Analog addresses in personal and system distribution lists (refer to "Using Personal Distribution Lists" on page 6-4).

Chapter 10 PhoneMail Applications for TDD Subscribers

Using the PhoneMail System with a TDD

This chapter describes how speech- and hearing-impaired users can operate the PhoneMail system. The following items are required:

- A dual-tone multifrequency (DTMF) telephone
- A telecommunications device for the deaf (TDD)
- A PhoneMail TDD access number
- TDD system support

You can use a TDD able to transmit DTMF and receive TDD tones at the same time. If so, your TDD *must* have DTMF * and # keys.

Note: To improve TDD performance, adjust your telephone's volume control to its highest setting.

TDD Features

Most PhoneMail features are available to TDD users for reading and responding to TDD PhoneMail prompts[1]. Some features include:

- Reading your messages
- Deleting or saving your messages
- Leaving a message for another mailbox
- Changing your answering options
- Creating a distribution list
- Outcalling to a pager

[1] Refer to "PhoneMail Abbreviations for TDD Prompts" on page 10-5.

- Camping on to another extension (for PhoneMail systems integrated with a Siemens CBX or Hicom 300 E CS only)

These features are not available with TDD:

- Volume control
- Speed control
- Outcalling to a telephone or pager

If you enter a command that PhoneMail does not support or cannot process, it tells you:

"INVALID COMMAND. PLS TRY AGAIN."

Note: The actual wording of TDD prompts may vary slightly from those described in this user guide.

Personal Greetings for TDD Users

All TDD users of the PhoneMail system *must* record a typed personal greeting. Otherwise, TDD users who call your mailbox will get the standard system voice greeting. In your personal greeting, tell callers how long they have to leave a message.

Refer to "Using Personal Greetings" on page 5-4.

Recording Your Name for Your Mailbox

Your name can be recorded in both voice and TDD tones to permit callers to receive both voice and TDD tones in your name header.

Refer to "Recording Your Name for Your Mailbox" on page 5-13.

The TDD Access Number

The TDD access number combines direct access and guest access (refer to "Using TDD Access" on page 2-4). TDD callers can leave a message for you by dialing the TDD access number, or you can access your own mailbox through this number.

Using a TDD to Access Your Mailbox

Use the TDD to read prompts and to type messages; use the telephone to access PhoneMail options.

To Access the PhoneMail System Using TDD Access:

From *Your* Telephone:

Dial the **TDD access number**; **place handset** in the TDD cradle.	When prompted, press:	When prompted, press:	When prompted, dial your **password.**	Press:
1 2 3 4 5 6 7 8 9 * 0 #	→ #	→ #	→ 1 2 3 4 5 6 7 8 9 * 0 #	→ #

From a *Remote* Telephone:

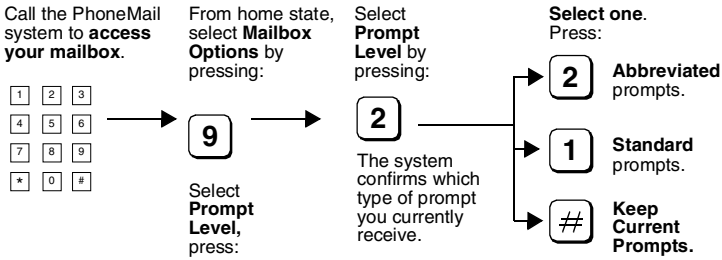
Dial the **TDD access number**; **place handset** in the TDD cradle.	When prompted, press:	When prompted, dial your **extension number** or **name**,* then press pound.	When prompted, dial your **password.**	Press:
1 2 3 4 5 6 7 8 9 * 0 #	→ #	→ 1 2 3 4 5 6 7 8 9 * 0 # + #	→ 1 2 3 4 5 6 7 8 9 * 0 #	→ #

* Dial last name, first name. Use 7 for Q and 9 for Z. The person must be a PhoneMail subscriber.

Using Abbreviated Prompts

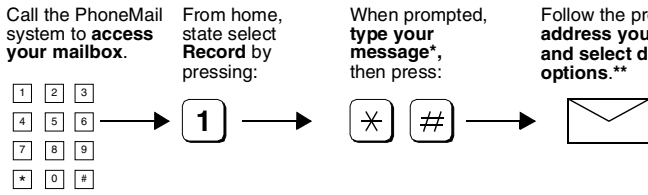
If you think it takes too long to read PhoneMail's prompts on the TDD, or if you are familiar with the PhoneMail system, you can use abbreviated prompts.

To Change Your Prompt Level:



Using a TDD to Leave a PhoneMail Message

To Leave a Message from an Internal or External Telephone:


Call the PhoneMail system to **access your mailbox**.
1 2 3
4 5 6
7 8 9
* 0 #
From home, state select **Record** by pressing:
1
When prompted, **type your message*,** then press:
*
#
Follow the prompts to **address your message and select delivery options.****

* You have a specified maximum time to leave messages. When you start to run out of time (within 15 seconds) the system warns you with a message. The system stops recording when you exceed the maximum time. *Keep track of the time.*

Your system administrator specifies the maximum time to leave a message. If you need more time to type messages, contact your system administrator.

Refer to "Addressing Messages After You Record" on page 4-5 and "Sending Messages After Recording and Addressing" on page 4-6.

PhoneMail Abbreviations

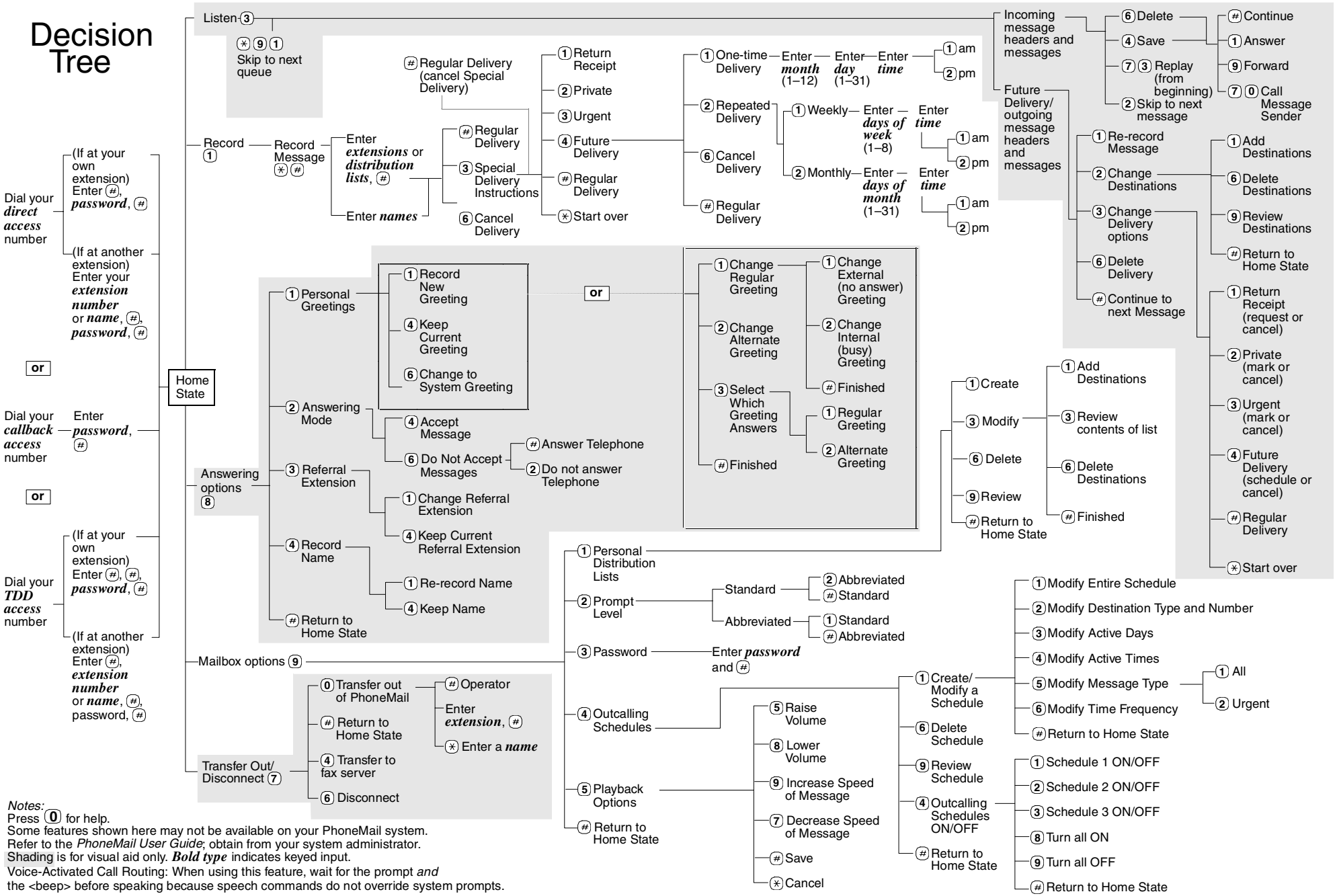
The PhoneMail system uses several abbreviations in the TDD prompts, including:

Table 10-1. PhoneMail Abbreviations for TDD Prompts

Abbreviation	Explanation of Abbreviations
CHG	Change (“YOU MAY CHG YOUR MAILBOX OPTIONS...”)
CO. OPR	Company operator (“YOU’LL BE XFERRED TO THE CO. OPR.”)
DELIV	Delivery (“FOR SPECIAL DELIV OPTIONS, DIAL 3.”)
DEST	Destination (“THIS MSG WILL BE SENT TO 2 DESTS.”)
EXT	Extension (“MSG 1 FROM MARY SMITH AT EXT 23240...”)
FWD	Forward (“TO FWD THIS MSG TO SOMEONE ELSE, DIAL 9.”)
GA	Go ahead (“RECORD YOUR MESSAGE AT GA.”)
HR	Hour (“DIAL THE TIME, IN 24 HR FORMAT.”)
MB	Mailbox (“YOUR MB IS FULL.”)
MAX	Maximum (“YOU HAVE EXCEEDED THE MAX NBR OF DIGITS.”)
MSG	Message (“TO FWD THIS MSG TO SOMEONE ELSE, DIAL 9.”)
MSGS	Messages (“TO READ YOUR MSGS, DIAL 3.”)
MTH	Month (“YOU MAY ENTER DAYS OF WEEK OR DAYS OF MTH.”)
NBR	Number (“DIAL THE PAGER ID NBR.”)
OPR	Operator (“TO XFER TO THE OPR, DIAL 0.”)
OPTS	Options (“TO CHG YOUR MB OPTS, DIAL 9.”)
PLS	Please (“PLS TRY AGAIN.”)
PW	Password (“TO CHANGE YOUR PW, DIAL 3.”)
PHN	Phone (“ENTER THE PHN NBR OF YOUR PAGER.”)
PM	PhoneMail (“TO TRANSFER OUT OF PM, DIAL 0.”)
REC’D	Received (“THE FOLLOWING MSG WAS REC’D AFTER...”)
RCRD	Record (“RCRD YOUR MSG AFTER THE ‘GA’.”)
REG	Regular (“FOR REG DELIV, DIAL POUND.”)
REPTD	Repeated (“FOR REPTD DELIV, DIAL 2.”)
SCHED	Schedule (“TO CHG YOUR OUTCALLING SCHEDS, DIAL 5.”)
SECS	Seconds (“MESSAGES CAN BE NO LONGER THAN 200 SECS.”)
STD	Standard (“FOR STD PROMPTS, DIAL 1.”)
XFER	Transfer (“YOU MAY XFER OUT OF PM...”)

Chapter 11 PhoneMail Decision Tree

Decision Tree



Notes:
Press 0 for help.
Some features shown here may not be available on your PhoneMail system.
Refer to the *PhoneMail User Guide*; obtain from your system administrator.
Shading is for visual aid only. ***Bold type*** indicates keyed input.
Voice-Activated Call Routing: When using this feature, wait for the prompt *and* the <beep> before speaking because speech commands do not override system prompts.

Chapter 12 Voice-Activated Call Routing

General Usage of Voice-Activated Call Routing

- Speech commands work best when there is little background noise; a headset works better than a speaker phone.
- Speech commands are equivalent to keypad commands. Wait for the tone, then *say* your command.
- You must wait for the prompt and the <beep> before speaking, because speech commands do not override system prompts. (There is no speech recognition during voice prompts, playback, or during record.)
- The voice-activated call routing feature prompts you to press keys, but recognizes voice commands (refer to "Example Direct Access Caller Interface" on page 12-3). (Voice prompts and decision trees remain the same.)
- Other than during message recording, silence time-out will hang up on internal callers and transfer to the operator on external callers.
- There is no user-trainable speech recognition, continuous (connected) speech recognition, or alphabet recognition (name dialing).
- Playback speed and volume control must be controlled through Mailbox options.

Accessing PhoneMail with Voice-Activated Call Routing

- During PhoneMail logon, the system prompts for key presses, but lets you say or dial the access number and password. (Use care when saying your password if you wish to keep it a secret.)
- After PhoneMail logon, the system prompts for key presses, but still recognizes speech; however, upon receiving any dual-tone modulation frequency (DTMF) tone the system turns OFF voice-activated call routing and expects DTMF tones thereafter.

- For *extension dialing*, you are prompted for each digit. (Refer to "Example Direct Access Caller Interface" on page 12-3.)
- If your system has the multilingual feature, voice-activated call routing recognizes German when the PhoneMail system is playing German prompts, and English when the PhoneMail system is playing English prompts. Refer to "English / German Voice Commands" on page 12-4.
- If direct access has voice-activated call routing, the outcalling interface will need it, too, assuming the subscriber requires it. The outcalling interface will handle both speech and DTMF recognition, as with direct access.

Recording Messages with Voice-Activated Call Routing

- Record options include: record a message, stop recording, rerecord, delete, transfer to operator, leave a message for another subscriber, and access own mailbox.
- Because you cannot end a record session with the stop (*) key or voice command, *you must end a record session with a silence time-out.* Remain silent until the system prompts for the next input. Upon silence time-out, you are offered the usual delivery options; wait for the prompt and beep, and then say your choice.

A caller without DTMF cannot transfer using system prompts, so subscribers should tell external callers, through the external greeting, how to use silence time-out to end their message or transfer to the operator.

Table 12-1 on page 12-3 shows an example of direct access caller interface.

Example Direct Access Caller Interface

Table 12-1 is an example sequence that demonstrates the voice-activated call routing interface for direct access. A trained PhoneMail subscriber calls from an external phone without DTMF. (The subscriber's mailbox is set for abbreviated prompts.)

Table 12-1. Example Direct Access Caller Interface

Caller	***PhoneMail System Response***
Dials direct access number	*"Hello. This is the PhoneMail system. Dial your extension and push pound."* <beep>
"Three"	<beep>
"Two"	<beep>
"Seven"	<beep>
"Seven"	<beep>
"Enter" **or** ***"Pound"***	*"You dialed Rachel Thompson of extension three, two, seven, seven. If this is correct, dial your password and push pound. If not, push star."* <beep>
"Seven"	<beep>
"Seven"	<beep>
"Three"	<beep>
"Four"	<beep>
"Enter" **or** ***"Pound"***	*"To listen, push three, record, push one, change answering options, push eight, change mailbox options, push nine, transfer, push seven zero, disconnect, push seven six. If you need help, push zero."* <beep>
"Listen" **or** ***"Three"***	*"You have one new message. Message one was received at eleven-fifteen a.m. today." "Hi Rachel! How about lunch..." "To delete push six, save, push four, replay, push seven three."* <beep>
"Delete" **or** ***"Six"***	*"This message will be deleted when you hang up. To continue, push pound, forward, push nine."* <beep>
"Enter" **or** ***"Pound"***	*"To listen, push three, record, push one, change answering options, push eight, change mailbox options, push nine, transfer, push seven zero, disconnect, push seven six. If you need help, push zero."* <beep>
"Record" **or** ***"One"***	*"Record message at the tone..."*

English / German Voice Commands

Table 12-2 shows the English and German voice commands and the corresponding PhoneMail commands.

Table 12-2. English/German Command / PhoneMail Command

English command word	German command word	PhoneMail command	Phone Mail command key
"zero" or "oh"	*"null"*		0
"one"	*"eins"*		1
"two"	*"zwo"*		2
"three"	*"drei"*		3
"four"	*"vier"*		4
"five"	*"fuenf"*		5
"six"	*"sechs"*		6
"seven"	*"seiben"*		7
"eight"	*"acht"*		8
"nine"			9
"star"	*"stern"*		*
"pound"	*"quadrat"*		#
"help"	*"hilfe"*	help	0
"record"		record	1
"skip"		skip	2
"listen"		listen	3
"save"		save	4
"delete"		delete	6
"yes"		yes	#
"no"		no	*
"stop"	*"halt"*	stop	*
"enter"	*"ende"* *"eingabe"*	enter	#
"forward"		forward	#

Glossary

This glossary defines terms and abbreviations as they are used in this guide. If you do not find the term you are looking for, refer to the index or the table of contents.

A

abbreviated prompts. Phonemail prompts that are shorter and more concise than standard prompts, selected in mailbox options. Contrast with *standard prompt*.

alternate greeting. A personal greeting that can be substituted for the regular greetings on three personal-greeting systems. When activated, the alternate greeting answers all calls. Depending on the subscriber's COS, the alternate greeting cannot be skipped. Contrast with *regular greeting*.

AMIS. Audio messaging interchange specification.

AMIS Analog networking feature. A PhoneMail option that permits subscribers to send, receive, and reply to AMIS messages. AMIS messages are messages sent to, or received from, AMIS equipped voice-messaging systems. See also *AMIS*.

answering options. One of five branches of the PhoneMail system that can be accessed from home state. The answering options branch permits subscribers to change their personal greeting, answering mode, and personal referral extension, and to record their names for use in their personal mailboxes.

audio messaging interchange specification. A networking protocol that allows remote voice-messaging systems made by different manufacturers to communicate.

B

broken dial tone. Intermittent dial tone that acts as a message waiting indicator when new PhoneMail messages are waiting.

C

callback access. The process by which subscribers access their PhoneMail mailboxes *from their own telephone* using a preprogrammed callback or repdial button. Contrast with *direct access*.

cascade outcalling. A feature that permits a system outcall to multiple destinations within an outcall schedule.

control features. Options a subscriber or caller can use while listening to or recording messages. When requested, the system prompts give instruction on what the control features are, such as skip, save, delete, stop, and replay.

D

DDS keys. direct destination select keys.

direct access. The process by which subscribers access their PhoneMail mailboxes from their own telephone or from a remote telephone. Contrast with *callback access*, *guest access*, *forwarded access*, and *TDD access*.

direct access number. The designated telephone number that subscribers dial to access the PhoneMail system directly.

direct destination select (DDS) keys. Keys that give a user access to one-key dialing of a preprogrammed number or function. Also referred to as repdial (repertory dial) keys.

distribution list. A list of extension numbers or names that PhoneMail subscribers can send messages to simultaneously by dialing a single number (the distribution list number).

DTMF. Dual-tone modulation frequency.

dual-tone modulation frequency (DTMF). Push-button telephone tones.

E

enhanced multilingual. A PhoneMail option that lets callers select from six core languages after a call is forwarded to PhoneMail. When the caller selects a language, PhoneMail prompts play in the selected language instead of the called mailbox's language.

expedited message delivery. A PhoneMail network option that lets a subscriber send a message to another subscriber at a remote site in two to ten minutes (in most cases).

extension number. A group of one to seven numbers that identifies a subscriber mailbox, call processing mailbox, or specific telephone.

extension-only system. A PhoneMail system in which subscribers can only access their mailboxes and address messages by keying in their mailbox extension numbers. Contrast with *name-only* system.

F

FIFO. First-in first-out.

first-in-first-out (FIFO). A queuing technique in which the next item to be retrieved is the item that has been in the queue for the longest time.

flash. The flash feature on a telephone places a call in progress on temporary hold and alerts the CBX that you wish to access a feature or dial a second party. The temporary hold lasts only until you hang up or reconnect to the call, or for a predetermined time. If you activate the flash feature during a call and then hang up, the call immediately rings back on your phone.

forwarded access. The process of dialing a subscriber's extension, being forwarded to the PhoneMail system, and automatically reaching the subscriber's PhoneMail mailbox when the telephone is busy, unattended, or in do-not-disturb mode. Contrast with *direct access* and *guest access*.

G

greeting. The prerecorded message heard by callers who reach the PhoneMail system. It is either a system greeting or a personal greeting.

guest access. The process by which callers and subscribers call in to the PhoneMail system to leave a message in a subscriber's mailbox. Callers and subscribers do not call the subscriber directly, but dial the PhoneMail system guest access number, then the subscriber's name or extension to leave the message. Contrast with *direct access*, *callback access*, *forwarded access*, and *TDD access*.

guest access number. The designated telephone number callers and subscribers dial to leave messages in a subscriber's mailbox without calling the subscriber directly.

H

header. See *message header.*

home state. The starting point in the PhoneMail system, reached (for example) by dialing the PhoneMail direct access number, subscriber extension and subscriber password. From home state, the subscriber can enter one of the five branches: listen, record, answering options, mailbox options, or transfer out.

M

mailbox. A depository in the PhoneMail system assigned to each subscriber that permits the subscriber to send and receive PhoneMail messages.

mailbox number. The number used to access a subscriber's mailbox. The mailbox number is usually the same as the subscriber's extension number.

mailbox options. One of five branches of the PhoneMail system that can be accessed from home state. The mailbox options branch permits subscribers to set up their personal distribution lists, change their prompt levels, change their password, set up outcalling, or change playback control.

message header. A statement preceding a PhoneMail message that tells subscribers the date and time the message was received, the extension from which it was received, and the name of the caller (if the message is from a subscriber on the same PhoneMail system).

message queue. The chronological sequence of received messages stored in a subscriber's mailbox. There are six separate queues: text messages, returned messages, new messages, old messages, outgoing messages, and future delivery messages.

message waiting indicator. A broken dial tone and/or visual indicator (such as a blinking LED) of a new message in the subscriber's mailbox.

multilingual. (See *enhanced multilingual.*)

must-answer extension. An extension at which someone is available to answer callers who have reached a subscriber's PhoneMail mailbox but who want to speak to someone directly.

N

name-only system. A PhoneMail system in which subscribers access their mailboxes and address messages by keying in their names on the telephone keypad, last name first. The number 7 is used for Q and the number 9 for Z.

new message. A message (including urgent messages) received but not listened to by the subscriber.

normal message delivery. A feature of the PhoneMail network that lets a subscriber send a network message to a subscriber at a remote site at a time defined by the system.

O

old message. A message listened to and saved by the subscriber.

outcalling. A feature designed to notify subscribers who are away from their telephones that new voice messages exist in their PhoneMail mailbox. The system does this by calling the subscriber at a predetermined telephone number.

outgoing message. A message that a subscriber records during the current PhoneMail session but that is not sent until the subscriber ends the PhoneMail session.

P

password. A sequence of alphanumeric characters that must be entered to gain access to PhoneMail features. See *system administrator password* and *subscriber password*.

personal distribution list. A list of extensions set up and maintained by a PhoneMail subscriber *for their personal use* and used to send the same message to the mailbox of each subscriber on the list simultaneously.

personal greeting. A greeting recorded by the subscriber that conveys helpful information to callers and replaces the system greeting. Callers hear this greeting when they are forwarded to the subscriber's mailbox.

personal mailbox. See *mailbox.*

personal referral extension. A mailbox option that permits subscribers to set up an extension number to which callers are transferred if they want to talk to someone instead of leaving a PhoneMail message. Siemens suggests that the personal referral extension also be a must-answer extension.

PhoneMail Information Exchange (PIE). An PhoneMail option that supplies message notification between the PhoneMail system and a host computer system.

PhoneMail network option. An option that permits PhoneMail subscribers to send and receive messages among other PhoneMail systems in a network.

PhoneMail system. A computer-controlled, voice processing system that stores voice messages for later retrieval. It can answer calls and route callers to an extension, an attendant, an automatic call distribution group, or an information mailbox.

PIE. PhoneMail Information Exchange.

private message. A special delivery option for sending messages. A message marked private cannot be forwarded to other subscribers.

prompt level. A mailbox option that permits a subscriber to choose either abbreviated or standard prompts.

prompts. Verbal instructions given by the PhoneMail system to subscribers and callers.

Q

queue. A list of messages waiting to be processed. Queued messages are generally handled on a first-in-first-out basis.

R

referral extension. See *personal referral extension*.

regular delivery. The method of sending a message without specifying a special delivery option. Contrast with *special delivery*.

regular greeting. Personal greetings that can be activated in the PhoneMail system to answer subscribers' calls. The two regular greetings can include one greeting to answer external calls and one greeting to answer internal calls. Another option is to have one greeting to answer calls when the subscriber is away from the telephone and another greeting to answer calls when the subscriber is using the telephone. The system administrator configures greeting capabilities.

repdial (repertory dial) keys. Keys that give a user access to one-key dialing of a preprogrammed number or function. Also referred to as direct destination select (DDS) keys.

return receipt. A special delivery option available when sending messages. When a message is marked for return receipt, the sender receives a notification indicating when the message was listened to.

returned message. A return receipt or a message sent back because the system could not deliver it.

S

saved message. A message listened to and saved by the subscriber.

special delivery. The method of sending a message in which a return receipt, private, urgent, or future delivery options are specified. Contrast with *regular delivery*.

speech recognition. See *voice-activated call routing*.

speed level. A mailbox option that permits a subscriber to choose how fast or slow PhoneMail messages are played.

standard prompt. A full-length PhoneMail instruction that is longer and more complete than an abbreviated prompt. The prompt level is a personal option that can be changed. Contrast with *abbreviated prompt.*

station forwarding. A telephone system feature, enabled by subscribers on an extension-to-extension basis, that lets individual subscribers direct calls to the PhoneMail system without calls first having to ring at their extensions.

subscriber. A person who has a PhoneMail mailbox in the system.

subscriber password. A number of 1 to 24 digits that subscribers can set up and use to access their PhoneMail mailboxes. It serves as a security measure to prevent unauthorized access.

system administrator. The employee at your site who configures, monitors, and maintains the PhoneMail system. Also responsible for generating reports and communicating with Siemens service providers.

system distribution list. A list of subscriber extensions, set up and maintained *by the system administrator*, that can be used by all subscribers to send the same message to all subscribers on the list.

system forwarding. A telephone system feature that transfers calls automatically to the PhoneMail system when the extension called is busy, unattended (ring-no-answer), or in the do not disturb mode.

system greeting. The greeting that the PhoneMail system plays to callers when no personal greeting is recorded.

T

TDD. Telecommunications device for the deaf.

TDD access. The process by which TDD callers and TDD subscribers call the PhoneMail system to leave messages for TDD subscribers or to access their mailboxes from their own telephone or remote telephone. Compare with *direct access* and *guest access*.

TDD access number. The designated telephone number that TDD subscribers dial to access the PhoneMail system directly.

TDD subscriber. A PhoneMail subscriber who uses a TDD to access the PhoneMail system features.

telecommunications device for the deaf (TDD). A small terminal-like machine that connects to a telephone and transmits and interprets modem-like signals. The TDD translates the signals to or from printed text, which when received is then either displayed or printed. The TDD feature for the PhoneMail system permits deaf, hearing-impaired, and speech-impaired subscribers to use the PhoneMail system.

telephone answering. A term describing a major function of the PhoneMail system: automatically answering subscribers' telephones when they are on the telephone or away from their desks. Callers can be routed to a specific subscriber's mailbox, where they hear a personal greeting and where they can leave detailed, confidential messages without any special knowledge of the system.

text message. A message notification between the PhoneMail system and external electronic mail systems. Subscribers using PIE have a PhoneMail system indicator added to their screen when PhoneMail voice messages are received.

U

urgent message. A message marked for urgent delivery is placed at the beginning of the recipient's new message queue. The message is identified as urgent to the recipient.

V

voice-activated call routing. The voice-activated call routing feature (speech recognition) is available for direct, guest, user, and call processing accesses. When this feature is installed, the system prompts all direct and guest access callers for speech but turns off voice-activated call routing (after log in) upon receiving a DTMF tone. Voice-activated call routing prompts the caller to speak by playing a tone at the end of each voice prompt.

volume level. A mailbox option that permits a subscriber to choose how loudly PhoneMail messages and prompts are played.

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